

# Evaluation of Library Websites of Central Universities of Union Territories of India and Analysis

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## Abstract

*With the advent of World Wide Web and Internet Technologies, the website is considered as the most efficient means to capture and disseminate diverse information. Therefore, each institution has its own website as a dominant medium of imparting information to target users. In this context, this article has made an attempt to analyze and compare the website contents of libraries of eight Central Universities of Union Territories of India. Library websites were evaluated based on a checklist compiled especially for this purpose and from a free tool namely Nibbler available through Silktide. The study's findings showed that while most Central University library websites provide information about their name, library, book collection, electronic resources, accuracy, variety of services, and accessibility, they fall short in their ability to provide information about upcoming projects, annual reports, RSS feeds, and other related topics.*

**Keywords:** Library web site, content analysis, web content analysis, content evaluation, web site evaluation

## INTRODUCTION

The Internet and web technologies have created a modern and unparalleled environment for governments, businesses, educational institutions and individuals to use multimedia tools for webcasting any information. One of these is the World Wide Web (WWW), which offers details on information sources and resource providers. The library is referred to as a knowledge and learning resource centre in an academic institution where users obtain information according to their needs from different sources of information. In this age of technological boom, libraries have always sought to use the new available information collection and preservation technology and have embraced websites. Libraries are changing their ways and modes in which they are converted from conventional libraries to digital libraries, virtual libraries, mobile libraries and cloud-based libraries because of the origin of various internet technologies, ecosystems and user demands. Libraries are also changing their position from resource management and conservation to being providers of digital information services centered on web access.

An endeavor is therefore made to evaluate the services and other facilities available on the library websites of eight Central Universities in the Union Territories of India, by applying explicitly established predefined criteria and with the help of free tool 'Nibbler' for this study. Therefore, the university website in general and library websites in particular definitely benefit from undertaking analysis to build a stable and strong website that meets the information needs of net users [1-3].

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Silk tide offers a free website testing tool called Nibbler. Nibbler, covers user experience, SEO (search engine optimization), local search,

accessibility, marketing, and technology and gives a report scoring the website out of 10 for key areas. It is a "bot," an automated computer program that looks at the initial page and follows links to other pages in an attempt to locate Web pages.

This study will help the Website developers to make library Website more interactive, eye-catching and effective.

### Universities of Union Territories of India

There are 8 central and 18 State Universities in the Union Territories of India according to Department of Higher Education, Ministry of Human Resource Development (<https://www.mhrd.gov.in/central-universities>). In the present study, we have taken only Central Universities due to paucity of time Table 1.

### REVIEW OF LITERATURE

**Kaushik (2015)** in his study entitled "An Evaluation of National Institutes of Technology (NITs) Library Websites" made an attempt to analyse and evaluate 28 National Institutes of Technology library websites in India with the help of checklist consisting of 120 points. The checklist was divided into 3 parts, i.e., General Information, Evaluation criteria and Web 2.0 applications. Data was collected or recorded in form of Yes (Y) or No (N) by checking each point from the library websites. The result revealed that only two websites were 'above average' mark in terms of rank, i.e., NIT Rourkela and NIT Silchar. Result also suggest that most of websites lack in providing statements regarding library mission, currency, reliability, search interfaces and web 2.0 applications. The findings revealed that most of library websites of NITs were in a need of improvement [4-7].

The study "Content Analysis of National Institute of Management Library Websites: An Analytical Study" was conducted by Kumar, Raj, Naik, and Reddy (2009). to evaluate and contrast the six IIMs' content, i.e.,

IIM of Bangalore, Ahmadabad, Lucknow, Kozhikod, Indore and Kolkata of India. They developed a checklist with the help of literature review which consisted of 5 parameters, i.e., general details, details regarding the library's collection, Details regarding the services offered by the library, Details regarding e-resources and non-book items, as well as a link search and retrieval interface with additional dimensions. Researchers with the help of Observation method analysed the selected library websites of IIMs. The findings revealed that most of library websites had not mentioned information about the webmaster, last date of updation, hit counter, online document delivery and previous year's question papers archives [8-9].

A study entitled "Academic Library Websites in Rajasthan: an analysis content" to analyse the content of 52 academic institutions library websites which included universities and research institutes of Rajasthan. Researchers carried the study in three phases, i.e. in phase one, web survey was carried out to prepare a list of academics institutions in Rajasthan.

**Table 1.** List of Central Universities in Union Territories of India.

Name of the University	Place
1. Delhi University (DU)	Delhi
2. Jamia Malia Islamia (JMI)	Delhi
3. Jawaharlal Nehru University (JNU)	Delhi
4. Indira Gandhi National Open University (IGNOU)	Delhi
5. South Asian University (SAU)	Delhi
6. Central University of Kashmir (CUK)	Jammu and Kashmir
7. Central University of Jammu (CUJ)	Jammu and Kashmir
8. Pondicherry University (PU)	Pondicherry

In phase two, a checklist was prepared with the help of literature review which consisted of 133 items and 14 parameters with the help of literature review and in the third phase, library websites were analysed. Results demonstrated that no library website contain all the items of the checklist. Results indicated that library web site development in Rajasthan was in its infancy. Websites were frequently created as a routine organizational task rather than as a deliberate library marketing and promotion strategy [10].

In their paper "Web-based Content Analysis of Gujarat Agricultural Universities library: A study," Patel and Patel attempted to examine the library websites of the four Gujarati agricultural universities. The content of agricultural library websites was analyzed based on a coding system consisted of various variables and categories. Web survey was conducted to analyze the content of library websites. The findings revealed that all the library websites have concise information about the library, and all websites have mentioned about their library collection and services provided by them, whereas none of these library websites had given the details about library map, library rules and profile of their staff.

In order to examine the content of the Central Universities Library websites of the North Eastern states of India, Verma and Devi conducted a study named "Content Analysis of Central Universities Library Websites of North Eastern States of India: A survey." According to researchers, library websites should have the most recent and cutting-edge features and services in order to give their patrons useful information. They should also be genuine, error-free, and efficient, and they should be simple for patrons to access. Additionally, the webpage should have Web 2.0 tools and all the information about the resources that the libraries offer their patrons.

In order to examine the content of Pakistani library websites, Qutab and Mahmood (2009) carried out a study named "Library Web Sites in Pakistan: An analysis of content." The investigation was conducted in three stages by the researchers. In phase one, web-survey was conducted to prepare the list of library web sites which has at least 2 to 3 pages minimum. In phase two, three page checklist was prepared based on the literature review; checklist consisted of 77 items which were further divided into 10 categories. The population of study consists of 52 academic libraries, 1 public library, 1 national library and 8 special libraries. In phase three, selected library web sites were analyzed with the help of web-survey. The result demonstrates that the library web sites in Pakistan were at infancy stage, not any library web site had all the checklist items. They lacked in providing services like OPAC, circulation and reference. Only 3 web sites were considered as good, but they were also not using web 2.0 tools. Researchers suggested that library web sites need to be designed as a tool of library promotion and marketing instead of routine organisational matter.

In their study titled "Web Content Evaluation of National Institutes of Technology (NITs) Libraries of North-Eastern states of India," Devi and Verma (2017) examined the web content of eight NIT libraries in the northeastern Indian states. In order to examine the contents of the NITs library websites and web pages, a checklist including 36 criteria under 8 topics was created with the assistance of a literature research. The data was gathered using an observation technique and a web survey.

The finding revealed that all of NIT's had a webpage and had a direct link on Institutes' homepages except Nit Sikkim as they have a separate library website. They suggested that all NIT's should have a separate library website and use graphics to attract users and should be updated regularly.

## **OBJECTIVES**

1. To examine the information on the Union Territories of India's central university libraries website.
2. To determine the library services and the existing facilities provided through the libraries websites.
3. To compare the score reported by the Nibbler.
4. To make recommendations for actions to enhance the website of the Central University Library at UT.

## METHODOLOGY

This investigation was conducted in several stages. The first step involved creating a list of educational institutions throughout India's Union territories through a survey. Based on the literature research, a checklist was created for the second phase in order to collect data and assess the library website's contents. A web-based poll was used in the last stage to find and assess the information on university library websites in India's Union Territories. A checklist was used to evaluate the material. The inclusion of items on the library website is determined by a modified quantitative rating system of 0 to 1. A score of 1 indicates that the content is available on websites (Yes=1), while a score of 0 indicates that the information is not available on websites (No=0). The 0–1 approach facilitates data analysis and yields quantifiable results.

In April and May of 2022, the chosen websites were analyzed. Microsoft Excel was used to analyze the data, which is displayed in tabular form. On the basis of literature review, a checklist was designed through which analysis of websites was taken. In addition to this the selected websites were also evaluated with the help of a tool called nibbler, which is available through SilkTide.

### Data Analysis and Interpretation

Data was gathered by Internet browsing based on a checklist. The information found on the library websites of India's Union Territories' central universities was tallied. Indira Gandhi National Open University does not have any library website, so it is not included in the present study Table 2.

Table 21 shows the information about the accessibility of the web page available on the central universities library websites of union territories of India. Table 1 indicated that all the library websites have information about the accessibility of web page, except Central University of Jammu does not have a direct link of its library on its homepage.

From the above the Table 3 it is evident that statement of the librarian is not available on the all seven central universities library website. The six library websites, except central university of Jammu have provided information about the library rules and regulations, library membership, contact us and user guidelines. Information about the future projects and help has been given only by the South Asian University library website and Pondicherry University respectively.

Table 4 demonstrate that the availability of information about library collection on the library website of central universities of union territories of India. All the 7 libraries' websites under study have provided information about books and journals in their websites of their respective libraries. Except JNU, no library websites has given information about the annual reports. Information about thesis/dissertation, bound papers, e-news papers/clippings, reference materials, annual reports and rare books is not provided by the library website of central university of Jammu.

**Table 2.** Information about Accessibility of library web page.

Sr. No	Accessibility of library web page	DU	JMI	JNU	SAU	CUK	CUJ	PU
1	Direct link on parent's home page	1	1	1	1	1	0	1
2	24*7 access	1	1	1	1	1	1	1
3	Found under title "Library"	1	1	1	1	1	1	1
4	User can see something within 8 seconds	1	1	1	1	1	1	1
5	Not more than 3 clicks from homepages	1	1	1	1	1	1	1
6	Access for outside users	1	1	1	1	1	1	1
	<b>Total</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>6</b>

**Table 3.** Basic Information about the library.

Sr. No	General Information	DU	JMI	JNU	SAU	CUK	CUJ	PU
1	About Library	1	1	1	1	1	1	1
2	Vision/Mission of Library	1	0	1	1	0	0	0
3	Statement of Librarian	0	0	0	0	0	0	0
4	Useful links	1	1	1	1	1	1	1
5	Library committee	1	0	1	1	0	0	1
6	Library rules and regulation	1	1	1	1	1	0	1
7	Library staff	1	1	1	0	1	1	1
8	Library/Location map	0	1	1	1	0	0	0
9	Working hours	1	1	1	1	0	1	1
10	Library memberships	1	1	1	1	1	0	1
11	Collection	1	1	1	1	1	1	1
12	Services	1	1	1	1	1	0	1
13	Staff Directory	1	1	0	0	1	0	0
14	Plagiarism support	0	0	1	1	1	1	1
15	Floor map	0	1	1	0	0	0	1
16	Hit Counter	1	1	0	0	0	0	1
17	Downloads	1	0	1	1	1	0	0
18	Gallery	1	1	0	0	1	0	1
19	Contact Us	1	1	1	1	1	0	1
20	FAQ	0	0	1	1	0	0	0
21	Ask a Librarian	0	0	1	0	0	0	1
22	Help	0	0	0	0	0	0	1
23	Webmaster Link	0	1	0	0	1	1	1
24	Information about Classification and Cataloguing	0	0	1	0	0	0	1
25	Future Projects	0	0	0	1	0	0	0
26	User/Library Guidelines	1	1	1	1	1	0	1
	<b>Total</b>	<b>16</b>	<b>16</b>	<b>19</b>	<b>16</b>	<b>14</b>	<b>7</b>	<b>19</b>

**Table 4.** Information about Library collection.

Sr. No	Information about Library collection	DU	JMI	JNU	SAU	CUK	CUJ	PU
1	Books	1	1	1	1	1	1	1
2	Journals	1	1	1	1	1	1	1
3	Thesis/Dissertations	1	1	1	1	1	0	1
4	Bound Papers	1	0	1	0	0	0	0
5	E-News Papers/Clippings	0	1	1	1	0	0	1
6	Reference Materials	1	1	1	1	0	0	0
7	Annual Reports	0	0	1	0	0	0	0
8	Rare Books	0	1	1	0	0	0	0
	<b>Total</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>4</b>

**Table 5.** Information about E-Resources.

Sr. No	Information about e-resources	DU	JMI	JNU	SAU	CUK	CUJ	PU
1	E-Books	1	1	1	1	1	1	1
2	E-Journals	1	1	1	1	1	1	1
3	CDs/DVDs	1	1	0	0	1	0	0
4	Archives	0	0	1	0	0	0	0
5	Question Papers Archive	0	0	0	0	0	0	1
	<b>Total</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>3</b>

Table 5 indicates that all the 7 library websites have provided the information about the E-books and E-journals. Pondicherry University is the only university that provides information about the question paper archive whereas JNU is the only university which provides information about the archives.

Table 6 above depicts no library websites has given details about the computer section and maintenance section. Library website of JNU and PU are the ones those have given the information about the Technical section. Websites of South Asian University and Pondicherry University provide information about the reference section.

Table 7 shows that all the seven library websites have not given any information regarding RSS Feed. Only Pondicherry University library website has given information regarding the Email alert and SMS alert service whereas only JNU library website provides information regarding gift exchange books. Four out of seven university library website have given information regarding new arrival lists and subject gateway.

Table 8 clearly indicates that all the library websites under study have given link to databases. Five out of seven websites have provided link to various websites and only Pondicherry and Jamia millia Islamia University have provided link to search engines.

**Table 6.** Information about Sections of Libraries.

Sr.No	Information about sections of Libraries	DU	JMI	JNU	SAU	CUK	CUJ	PU
1	Acquisition Section	0	0	0	0	0	0	1
2	Technical Section	0	0	1	0	0	0	1
3	Circulation Section	0	0	0	0	0	0	1
4	Periodical Section	0	0	0	0	0	0	1
5	Reference Section	0	0	0	1	0	0	1
6	Computer Section	0	0	0	0	0	0	0
7	Maintenance Section	0	0	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>

**Table 7.** Information about Value added services.

Sr. No	Value added services	DU	JMI	JNU	SAU	CUK	CUJ	PU
1	RSS Feed	0	0	0	0	0	0	0
2	Email Alert/SMS Alert service	0	0	0	0	0	0	1
3	New Arrivals Lists	1	1	1	1	0	0	0
4	Subject Gateway	1	1	1	1	0	0	1
5	Gifts Exchange Books	0	0	1	0	0	0	0
6	Book Vendor List	1	0	0	0	0	0	0
7	Event Calendar	0	1	0	1	0	0	0
8	Use of Graphics	1	1	1	1	1	1	1
9	Text-only Version	1	1	1	1	1	1	1
	<b>Total</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>4</b>

**Table 8.** Information of Link to Databases, Search and Retrieval Services.

Sr. No	Information of Link to Databases, Search and Retrieval Services	D U	JM I	JN U	SA U	CU K	CU J	P U
1	Link to Database	1	1	1	1	1	1	1
2	Link to Important Websites	0	1	1	1	1	0	1
3	Link to Search Engines	0	1	0	0	0	0	1
	<b>Total</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>

According to Table 9, each of the seven library websites has a page title that shows up in the top window bar and provides information about the location or content of the site. The only website that does not have a home link on every page is Delhi University's library website.

Table 10 clearly indicates that South Asian University library website doesn't provide any copyright information. And four out of seven websites have not given the last updating date.

Table 11 shows that which type library services are being provided by the libraries. All the library websites have given information about the OPAC. All the entire seven websites have not given services details of e-circulation, indexing and abstracting services.

Table 12 clearly indicates that Jamia millia Islamia, central university of Kashmir and central university of Jammu have the facility of changing the language of the website.

**Table 9.** Information about Navigation.

Sr. No	Navigation	DU	JMI	JNU	SAU	CUK	CUJ	PU
1	Page title appears in the top window bar	1	1	1	1	1	1	1
2	Home link on every page of website	0	1	1	1	1	1	1
3	Page title describes content or Location in Site Structure	1	1	1	1	1	1	1
	<b>Total</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>

**Table 10.** Information about currency.

Sr. No	Currency	DU	JMI	JNU	SAU	CUK	CUJ	PU
1	Copyright Information	1	1	1	0	1	1	1
2	Updating date	1	1	0	0	0	0	1
	<b>Total</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>

**Table 11.** Information about library services.

Sr. No	Facilitate of Library Services	DU	JMI	JNU	SAU	CUK	CUJ	PU
1	Circulation Services	0	0	1	1	1	0	0
2	OPAC	1	1	1	1	1	1	1
3	ILL	1	1	1	1	1	0	0
4	SDI/CAS	0	0	0	1	0	0	0
5	E-Circulation	0	0	0	0	0	0	0
6	Tutorials	0	1	0	0	0	0	1
7	Indexing Services	0	0	0	0	0	0	0
8	Abstracting Services	0	0	0	0	0	0	0
9	Bibliographic Services	1	0	0	1	0	0	0
10	Reference Service	1	1	1	1	0	1	0
11	Reprographic Services	1	1	1	0	0	0	0
12	Remote Access from home	0	1	1	1	1	0	1
13	Audio and Video	0	0	1	0	0	0	0
14	Public Domain	1	1	1	1	0	0	1
15	Request a Photocopy	1	0	1	0	0	0	0
	<b>Total</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>8</b>	<b>4</b>	<b>2</b>	<b>4</b>

**Table 12.** Information about language of website.

Sr. No	Language	DU	JMI	JNU	SAU	CUK	CUJ	PU
1	Multilingual	0	1	0	0	1	1	0
	<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>

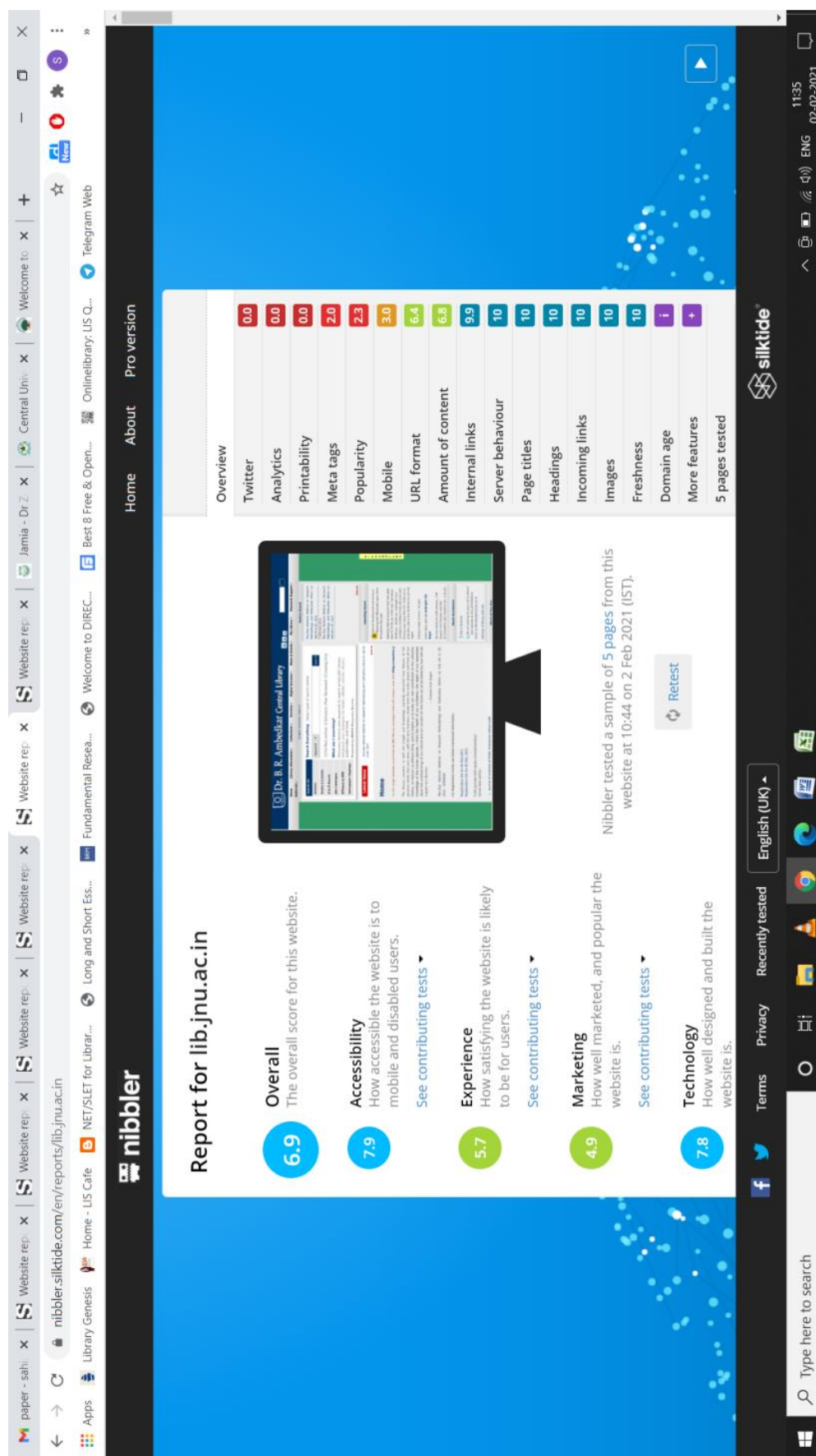


Figure 1. Overall score of the JNU library website.

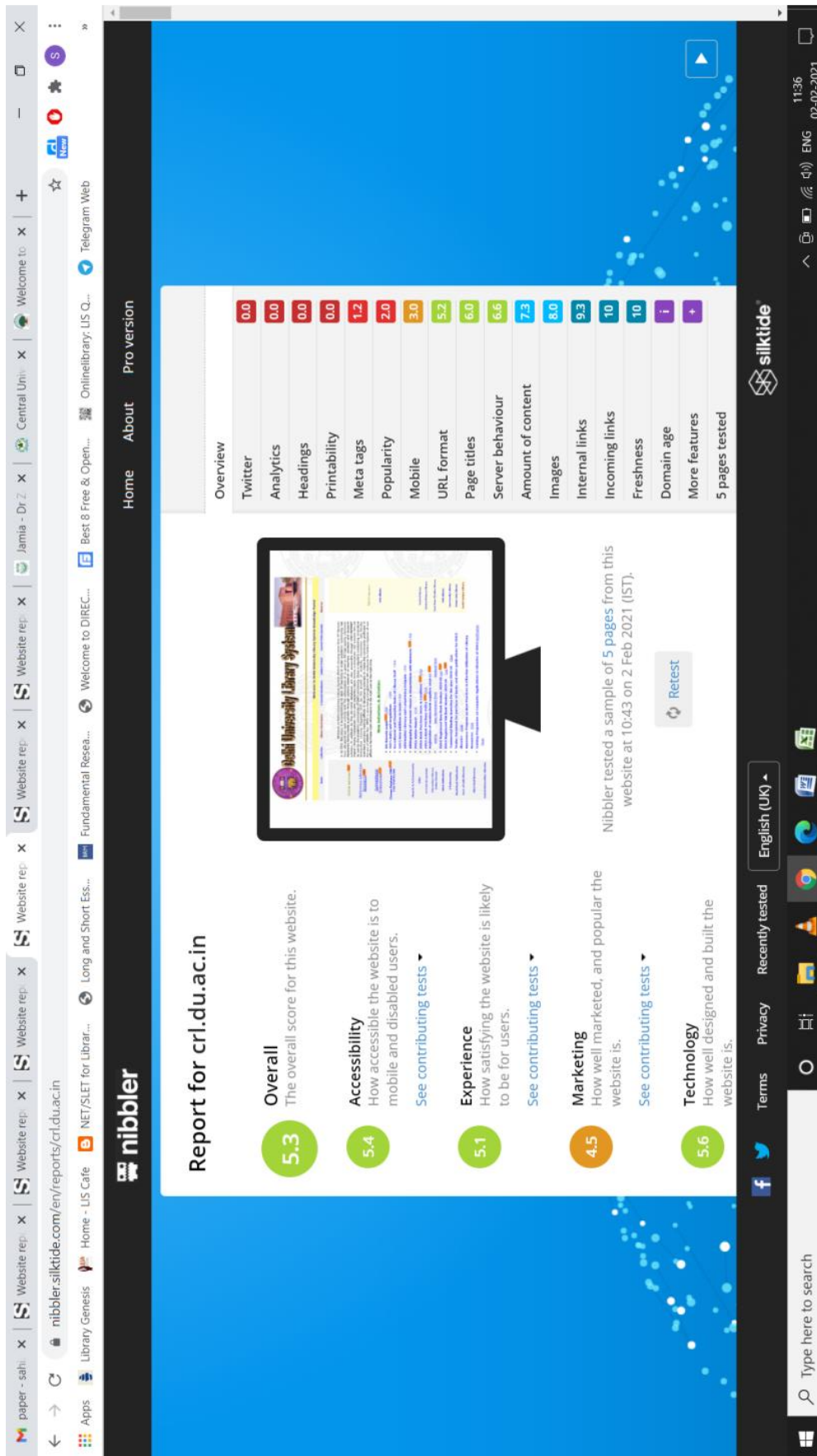


Figure2. Overall score of the DU Library website.

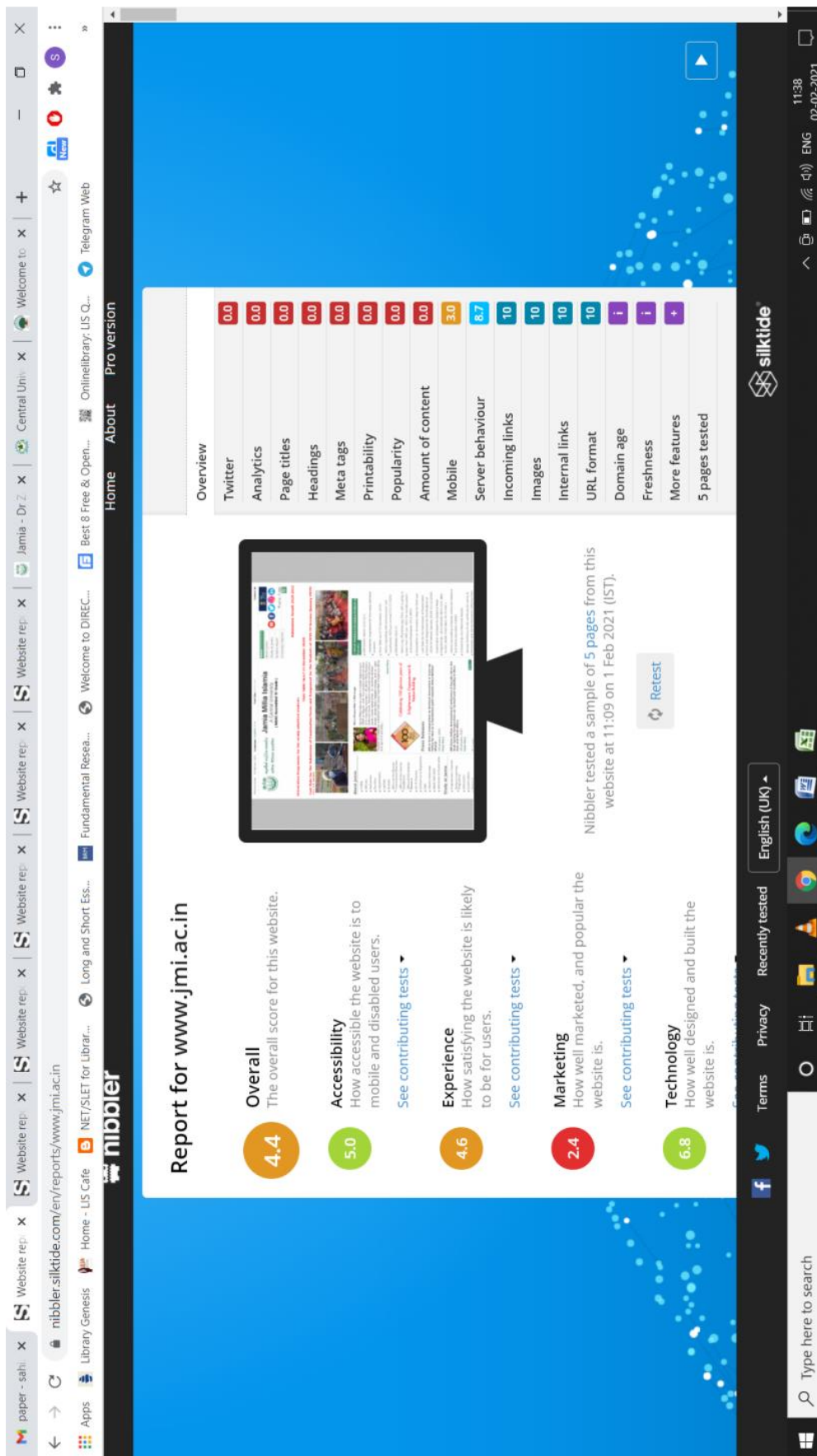


Figure 3. Overall score of the JMI Library website.

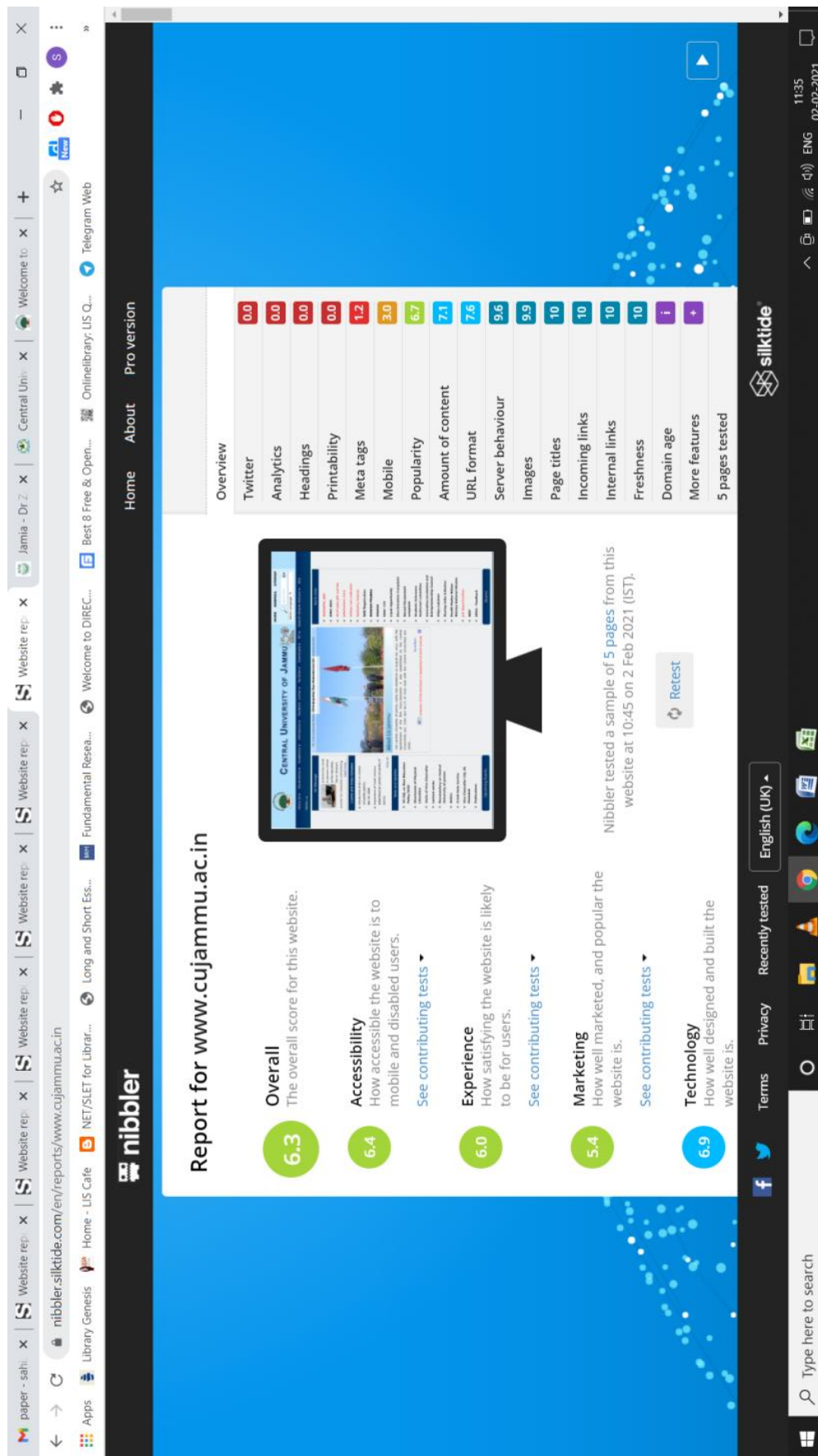


Figure4. Overall score of the CUJ Library website.

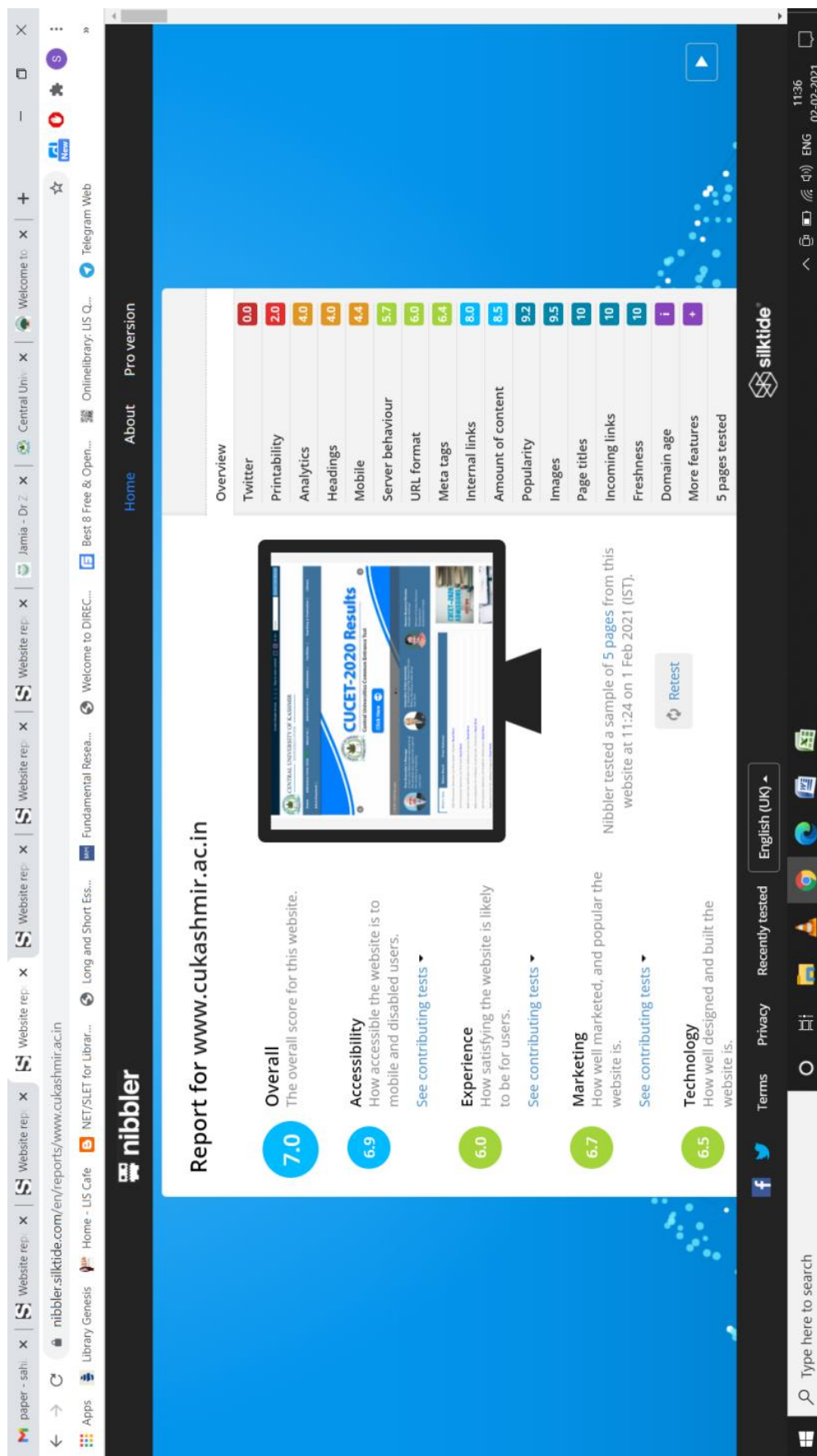


Figure 5. Overall score of CUK Library website.

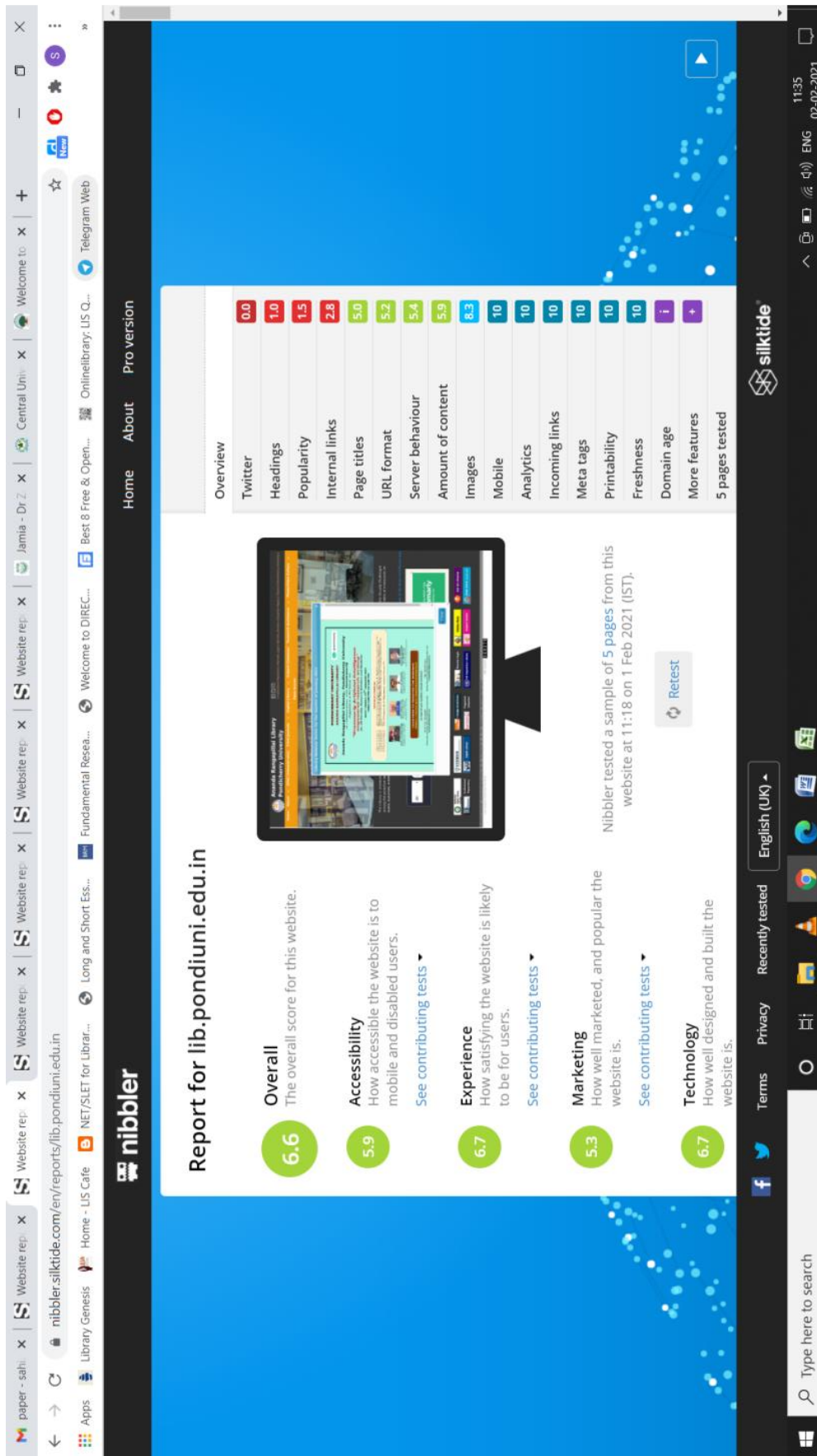


Figure 6. Overall score of the PU library website.

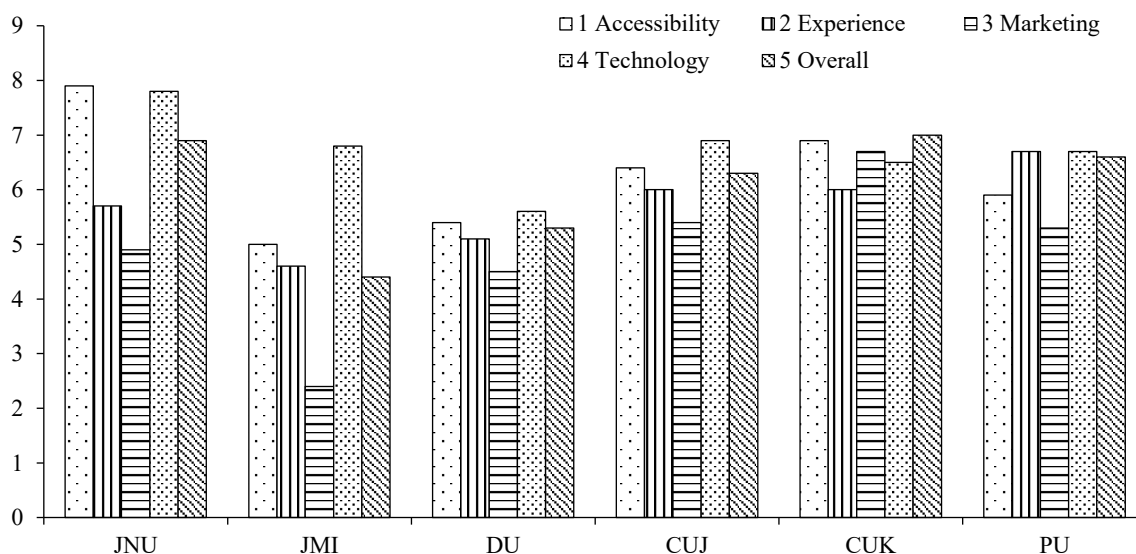


Figure 7. ?????????

Table 13 clearly indicates that five out of seven university library websites provides the facility of searching within the website. And only four website have provided the link to site map and feedback form. Jamia Millia Islamia library website is the only website which has the index for using website.

Table 14 shows that none of the library websites have given any details about the fine imposed on the students for delayed book submission. Three out of seven library websites have given the information about online material reservation facility whereas only two have given information about renewal of material.

**Evaluation with the help of Nibbler**

The above three figures clearly depicted that these 3 central university websites does not have their separate webpage of their library.

**Evaluation from Nibbler Tool**

Figure 7 shows that Central University of Kashmir website has the highest score of 7 out of 10 whereas Jamia Millia Islamia library website has the lowest score i.e., 4.4 out of 10 reported by the nibbler. The score of South Asian University cannot be reported as it exceeds the maximum file size Figure 1-7.

**Table 13.** Information about Web site aids and tools.

Sr. No	Web site aids and tools	DU	JMI	JNU	SAU	CUK	CUJ	PU
1	Web site search	0	1	0	1	1	1	1
2	Site Map	0	1	1	1	0	1	0
3	Feedback Form/Suggestion Form	1	1	0	0	1	0	1
4	Index	0	1	0	0	0	0	0
	<b>Total</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>

**Table14.** Information about E-circulation services.

Sr. No	E-Circulation Services	DU	JMI	JNU	SAU	CUK	CUJ	PU
1	Material Reservation	1	1	1	0	0	0	0
2	Renew Material	0	0	1	1	0	0	0
3	Fine Accrued	0	0	0	0	0	0	0
	<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>

## FINDINGS

On the basis of checklist and Nibbler, the present study “Content Analysis of Library Websites of central universities of Union Territories’ of India” was carried out. There are some merits and demerits that were found during the data analysis and interpretation. The findings of the study are as under:

1. The entire seven universities library website provides very concise and clear information about the library. Library webpage is very enormous information of more than two pages.
2. The entire central universities library website has information about the accessibility of web page. In case of 24\*7 access details, Delhi University library website has not given this information.
3. Statement of the librarian is not available on the all seven central universities library website.
4. South Asian University and Pondicherry University library website provides information about the future projects and help respectively.
5. All the libraries websites under study have provided information about its books, journals, e-books and e-journals. Only JNU has given information about the annual reports.
6. Library website of central university of Jammu is the only university which hasn't gives details about thesis/dissertation, bound papers, e-news papers/clippings, reference materials, annual reports and rare books.
7. Information about the archives is only provided by JNU library website. No university library website other than Pondicherry University gives information about the question paper archive.
8. No library website has given details about the computer section and maintenance section. Information about the technical section has been only provided by JNU and Pondicherry University library website. Whereas SAU and PU are only universities which provides information about the reference section.
9. The entire library websites have not given any information regarding RSS Feed. Only one has given information regarding the Email alert and SMS alert service. Library website of JNU is the only website which provides information regarding gift exchange books.
10. Information about subject gateways and new arrivals given by only four universities. Entire library websites has provided a link to databases.
11. All the library websites under study have Page title, which appears in the top window bar and Page title describes content or Location in Site Structure.
12. Only 3 library websites' has mentioned about last date of updation. All the websites other than South Asian University library website has given copyright information.
13. No library website gives details about e-circulation, indexing and abstracting services. All the websites have OPAC services. Three out of seven library website has Multilanguage facility.
14. Not all the library websites provides site map and link to feedback form. And only JMI university library website provides an index to use website.
15. No library website has given information about the fine accrued on the issued books.
16. Jawaharlal Nehru University library website having the most content available on the website from the checklist developed with the help of literature review.
17. Central University of Jammu library website having the least indicators from the checklist.
18. In terms of accessibility and technology, Jawaharlal Nehru University library website reported the highest score i.e., 7.9 and 7.8 respectively.
19. Pondicherry University Library Website reported the highest score i.e., 6.7 in terms of experience and Central University of Kashmir in terms of Marketing i.e., 6.7.

## Suggestions

- Library Websites should focus on fulfillment of information seeking needs of users rather than administrative information about the library.
- Guiding principle for web site development should be prepared.
- Keeping the type of library in mind, this checklist can serve as a guide while creating or updating library websites. As a result, the content of library websites needs to be improved and developed, particularly for those central universities whose websites lack necessary characteristics.

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## CONCLUSION

The library website should always be the primary beginning point for searches and the only virtual "entrance" to the library, even though there are an increasing number of ways to get in touch with patrons and display the services offered.

This study provides an insight about the information, services, web resources and facilities available on the library websites and an informative review of the content and evolution of central universities library website of union territories of India. Library website content is the strongest tool for the information about the services and facility for the users from the library. The content of library websites of universities was assessed with the help of checklist framed with the help of literature review. In this study, it is found that Jawaharlal Nehru University library website has most of the indicators available on its website from the checklist. Therefore for the dissemination of information to users, an institute must have a website which consists of maximum content, in a systematic and organized manner.

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