



NEP 2020 and Innovative Technological Services in the Digital Era: Transforming Libraries into 24×7×365 Knowledge Hubs

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ABSTRACT :

Recent advancements in technology have significantly changed how information is accessed, stored, and shared. Academic libraries used to base their information services on their physical collection of library materials, but they are now shifting more and more toward electronic material and into the virtual world. The vital role of libraries to our educational system is highlighted in the current paper. The New Education Policy (NEP) 2020 promotes schooling, secondary education and higher education equally. This paper mostly concentrates on NEP 2020's major draws, especially its library features. Within the structure of India's school, college, and university systems, the National Educational Policy 2020 (NEP) intends to emphasise on libraries as a key service. The advantages offered by the library services can be used to their fullest potential in study, research, education, and skill development. Youth nowadays might be inspired by digital education to learn and immerse themselves in the immense sea of knowledge that has been developed freely available to them by the digital revolution in numerous ways. One might argue that digital education represents India's future and will lead to a transformative approach to socio-economic development and prosperity. The country's education system must fundamentally change itself in light of the Digital Transformation, both in terms of how we study and what we learn.

Keywords: National Educational Policy; Web-based Library Services; Digital education

Introduction

Based on India's rich cultural heritage and foundational values, the NEP 2020 is a holistic reform and transformation of the education system. This policy highlights its commitment to the global search for inclusive, equitable, quality education for all and is in line with Goal 4 (SDG4) of the 2030 Agenda for Sustainable Development. The NEP of 2020 offers a thorough foundation for improving the country's educational system. Emphasizing the subjects such as arts, language etc and using an interdisciplinary approach to impact education with a humanistic outlook is the policy's main tenet (Ibrahim and Patange 2022). Libraries have long been a source of information and educational materials. The NEP seeks to totally change the educational environment in India by fostering multidisciplinary and holistic teaching, supporting research and innovation, and guaranteeing that everyone has equitable access to education. Libraries' vast collection of materials and expertise puts them in a good position to significantly contribute to achieving these aims (Asif & Singh, 2020). By gathering and supplying materials to support learning, libraries have been vital in education. Following the introduction of the NEP in India in 2020, libraries have become increasingly important for fulfilling the program's aims in higher education. The NEP strives to thoroughly transform the Indian educational landscape by fostering interdisciplinary teaching, encouraging research and innovation, and ensuring equitable access to education for everyone. Libraries can effectively contribute to these aspirations due to their extensive array of resources and expertise. Historically, libraries have been a cornerstone of education, serving as repositories of knowledge and educational materials. With the implementation of the NEP in India in 2020, libraries have gained even greater significance in achieving the program's objectives in higher education. By emphasizing multidisciplinary and dynamic learning, promoting knowledge generation and advancement and enabling that education is reachable and equitable for everyone, the NEP seeks to completely reform the Indian educational system. Libraries can actively contribute to achieving these goals thanks to their wealth of resources and expertise (Raut, 2022). Libraries have the potential to create thorough plans aimed at closing the digital gap and ensuring equitable access to information for all learners, particularly those from isolated or underserved communities. By offering resources such as computer centres, internet services, and adaptive technologies, libraries can more effectively address the diverse needs of their student population. To foster inclusivity in education, they should also prioritize acquiring materials that reflect the linguistic and cultural diversity of their students. In today's world, distances have diminished and competition has increased. The authenticity and consistent enforcement of educational policies are vital for a nation's progress (Pandey et al., 2021). Ultimately, the policy advocates for equitable distribution of information and inclusive education. Libraries play a crucial role in facilitating access to

high-quality educational resources that transcend geographical and socioeconomic barriers. The policy underscores the importance of bridging the digital divide and providing information access to rural and vulnerable communities. By establishing facilities like computer centres, internet access, and adaptive technologies, libraries can formulate strategies to address this issue. Moreover, they can enhance inclusivity in education by selecting resources that reflect the linguistic and cultural diversity of the student demographic. Consequently, libraries in higher education are vital for ensuring inclusive access to information, supporting research, and driving digital transformation. Furthermore, they can promote inclusivity in education by curating materials that mirror the linguistic and cultural richness of the student body. Therefore, libraries in higher education are indispensable for equitable access to information, research assistance, and digital transformation. To fulfil the aims of the policy, libraries must improve their digital infrastructure, foster research, and ensure equitable access to resources. By implementing these strategies, libraries can significantly enhance higher education while supporting students' holistic development. The policy's updates aim to equip students with modern skills such as creativity, critical thinking, problem-solving, and digital literacy (K.C. et al. 2022). By initiating programs to bridge the digital divide and providing resources like computer labs, internet access, and diverse materials, libraries can facilitate fair access to education. The development of a nation relies on a transparent and consistent educational policy (Sontakke et al., 2022). Innovative technology will both widen and narrow the scope of information access. Due to technological advancements, people who are not proficient with digital tools will value digital literacy skills more, and libraries will play a greater role in helping these users. During this process, it's also crucial to comprehend the skills libraries will need to acquire in order to support users in the information society. Global learning will become more inclusive and be disrupted by online education. Learning possibilities will be more plentiful, affordable, and accessible largely to the quick expansion of online educational resources and activities. The growth of library services may be impacted by the abundance of online learning resources combined with a surge in content made available through Open Access. Whether it's facilitating information access or being creatively applied, like using video games as teaching aids, digital technology can be positively used to improve learning. At the end of the day, it is possible to integrate technology into conventional instructional approaches so that they work together. (Westerberg and McBride, 2020). India has 22 recognized written languages, according to the constitution's eighth schedule. "It is therefore difficult to digitalize all of this content across different languages. More localized information and localized language are needed for this nation. The process would be improved if the government made more investments in regional language-based content and added it to the NDLI platform." (Pal, 2022).

Purpose of the study:

The purpose of this study is to provide an overall picture of the web technology such as library websites for accessing e-resources and services, resources discovery tools, web-based library services, and Web 2.0 and Web 3.0 tools in libraries. National Educational policy is a path breaking policy in the history of Indian Education towards providing quality education to all.

Objectives of the Study

1. To emphasize the importance of libraries in the educational system and raise awareness of the New Education Policy 2020.
2. To draw attention to the cutting-edge technological library services available in the digital age.

REVIEW OF LITERATURE

Rathod et al. (2026) This study looks at how library spaces might be transformed from typical custodial repositories into adaptable civic infrastructures that promote education, teamwork, and community involvement. The results show that goal alignment, stakeholder participation, hybrid digital-physical environments, and flexible infrastructure that meets a range of user needs are essential for effective library transformation. With the goal to create inclusive, future-ready library environments, librarians, architects, administrators, and policymakers may gain insight from the study's integrated framework for redesigning library spaces, which maintains a balance between innovation and resource constraints.

Lanhiamliu (2026) This study highlights the importance of Library and Information Science (LIS) education in educating professionals to lead this shift and proposes a digital framework for libraries to support NEP 2020 and sustainable development, particularly in impoverished regions.

Vagdal & Acharya (2023) conducted a study which shows how academically focused libraries help the NEP 2020 plan in a variety of ways. Academic communities are greatly aided by libraries. They accomplish this by providing high-quality information resources, encouraging lifelong learning, supporting innovation, creativity and research fostering networking and collaboration possibilities, and enhancing digital competencies. By doing this, libraries support the advancement of the academic fraternity as a whole and helps in the accomplishment of policy goals.

Patil (2022) explore Library resources are important for putting NEP 202 into practice. Libraries are crucial to the growth of educational institutions and the effective implementation of new educational initiatives. They support user's needs and research learning by acting as both a knowledge base and a channel for information dissemination. Libraries provide a vast array of digital resources in addition to books and scholarly journals that are crucial for researchers, teachers, and students alike. These resources facilitate meaningful research endeavours and aid in knowledge development.

Azim and Ajahar (2022) conducted a comparative review of the higher education systems in Japan and India. The improvement of society and the prosperity of the country depend heavily on education. In addition to offering institutional data on higher education institutions, and enrolment rates, this study offers a thorough evaluation of the educational systems in two countries, looking at recent legislative protocols and transform strategies. The essay also discusses the decreased enrolment rates in colleges and universities in both nations and poses queries regarding the causes and obstacles of this disparity. The study concludes by focusing the critical role that higher education plays in the development of a country.

Research Methodology

This study employs a descriptive research design to explore the current state and future prospects of libraries in relation to India's National Education Policy (NEP) 2020. The investigation is based solely on secondary data obtained from reliable and reputable sources, including peer-reviewed journal articles, books, conference proceedings, government documents, official policy papers, institutional publications, and recent online resources pertaining to library and information science. Considerable emphasis was placed on literature that discusses the practical implementation of NEP 2020 and its impact on libraries in supporting teaching, learning, research, digital literacy, and lifelong education. An extensive review of the existing literature was performed to examine the evolving role of libraries in the Indian educational framework, as well as the prospects and limitations presented by the policy. The data gathered was systematically organized, compared, and analysed through qualitative content analysis to reveal common themes, patterns, and gaps in research. Given that NEP 2020 is a relatively recent policy initiative, there are only a limited number of studies that specifically address the scope and future potential of libraries under this policy. As a result, this research synthesizes the existing literature to provide a comprehensive understanding of the shifting role of libraries and their contribution to fulfilling the objectives of the National Education Policy. The conclusions reached are based exclusively on published materials and aim to deliver an informed overview of the current research landscape on the topic.

NEED FOR NEP 2020

To begin with, the significance of digital transformation in education is highlighted in India's NEP of 2020. To address the changing needs of students and educators, libraries must adopt technology and evolve with the digital era. The policy strongly emphasizes the importance of digital literacy and the incorporation of technology into the learning environment. As vital information hubs, libraries should align their functions with these objectives and ensure the availability of digital resources such as e-books, online databases, and various educational materials. The policy provides libraries with a framework for upgrading their digital infrastructure, developing digital literacy programs, and leveraging technology to enhance learning experiences. Furthermore, the policy underscores the necessity of varied methodologies and research. By providing access to intellectual resources, academic journals, research papers, and literary works, libraries can promote scholarly inquiry. Libraries can support this aim by aligning their services with the policy's acknowledgment of the importance of research-oriented education. Lastly, the policy advocates for equitable access to information and inclusive education. Libraries play a crucial role in ensuring access to quality educational resources across different socioeconomic and geographical boundaries. The policy strongly stresses the need to bridge the digital divide and to provide rural and marginalized communities with access to information. By offering resources such as computer labs, internet connectivity, and assistive technologies, libraries can foster educational equity.

NEP and its Features

According to the NEP 2020 Policy – “A fair and equitable society, the advancement of national progress, and the realisation of all human potential all depend on education. India must continue to rise and lead the world in terms of economic development, social fairness and equality, scientific advancement, national integration, and cultural preservation by ensuring that all people have access to high-quality education.” By enhancing Indian talent and resources, this new education policy aims to further the nation's overall development and that of the global society. The government makes an effort to offer top-notch educational opportunities so that people can develop holistically for themselves as well as society (Bhojwani, 2020). The first education policy of the twenty-first century, National Education Policy 2020, aims to address our country's many growing developmental imperatives. This policy proposes a complete overhaul and revision of the educational framework, including its regulation and management, in order to create a new system that aligns with the inspirational aims of 21st-century education. Through the provision of high-quality education, the National Education Policy, 2020 envisions an education system that is centred on India and directly contributes to the development of our nation into a just and dynamic knowledge society. The 2030 plan for sustainable development of education in India reflects the SDG targets' emphasis on education by making sure that education is inclusive and equitable to encourage lifelong learning opportunities for all - including children, adults, and professionals in the area of education. To ensure that educators have the pedagogical knowledge and practices needed to implement the new education policy, 50 hours of professional development are actually required.

The Highlights of NEP-2020

- Universalisation of Education
- Internationalization of Higher Education
- Education for All -To Access, Equity, and Inclusion.
- Gross Enrolment Ratio in higher education to be raised to 50 % by 2035.
- All Higher Education Institutions (HEIs) shall aim to become multidisciplinary institutions, each of which will aim to have 3,000 or more students, by 2040.
- There shall, by 2030, be at least one large multidisciplinary institution in or near every district.
- Digital Education and Digital Libraries Need to Be Developed
- Establishment of World-Class Universities (WCU).
- The Centre and the States will work together, to increase the public investment in the Education sector to reach 6% of GDP.

Every procedure used in the library and in the classrooms must be fair and inclusive to all. Being inclusive, it must include all people from various tribes, rural areas, socially and economically disadvantaged groups (SEDGs), children with special needs (CWSNs), and minorities in order to obtain library services. Collection of the Library, as recommended by the NEP, must be inclusive and include the following:

- Digital
- Multi-lingual
- Multi-levelled books
- Books in two languages
- Indian and international literature
- Combination of classical and contemporary literature in all languages
- Books that emphasize investigation, analysis, and problem-solving
- Language learning is encouraged to enable students learn about the cultures of the world and expand their global awareness, in addition to providing top-notch instruction in Indian and foreign languages.
- Stories and folklore from many states
- Resources to include pride in India's four knowledge systems and traditions, as well as its varied, ancient, and modern culture
- and tools to promote global consciousness (we cannot exist in a vacuum)
- 2 In accordance with the NEP 2020, a librarian may also seek 50 hours of ongoing professional development annually if they pursue a career as a teacher-librarian.
- All faculty members will have access to a wave of professional development opportunities in order for schools to implement the new practices provided by the NEP 2020. This is an opportunity for librarians to learn alongside other school staff members about changing from a bookkeeper to a teacher librarian.
- Development of Interesting Educational Resources. Books must be created with standardized material in accordance with NEP 2020, for all levels of students in each native and Indian language. Both public and institutions from the private sector will strategically strive to the Caliber and interest of the novels.
- Encouragement of the Reading Habit Worldwide. Private and educational libraries will both receive significant upgrades to increase the country as a whole's readership. Public libraries need to be improved and updated with the most recent technology.
- Application ICT in Public and School Village libraries will assist the user community and the students, especially in during non-school hours, villages can use the ICT-equipped school and public libraries will be established in the upcoming years. Facilities for book clubs will be made to encourage reading habits.

Innovative Technological library services in the Digital era (24*7*365)

The Digital Library must be viewed as more than just a digitized collection of information objects and related management tools in order to support the entire cycle of creation, dissemination, discussion, collaboration, usage, new writing, and preservation of data, information, and knowledge. The term "digital libraries" (DL) refers to systematic collections of information resources in digital or technological format, as well as the digital library services that are intended to help users in navigating and utilising those collections. They combine information organisation and gathering.” Libraries and archives have traditionally carried out these functions ,which are now supported through digital representation using computers.

By offering benefits including faster distribution, a larger audience, more availability, more timely information, and more comprehensive content, digital

libraries promise to offer information services that are more effective than those that were previously possible.”(UNESCO, 2003) Each advancement in library automation since the 1980s has altered the services offered by libraries. In retrospect, we can observe a number of patterns, including the expansion of resource availability, the availability of information in its raw form, and the reduction of the function of intermediaries. All of these trends were made possible by technological advancements in the fields of networking, file storage, and more graphical user interfaces. They were also made possible by agreements on standards and protocols.

- **Book-O-Mat:** The Book-O-Mat, a self-service kiosk with new and well-liked books and videos, has been established by Hillsboro Public Library in Oregon. It is located in Hillsboro's central plaza. The Book-o-Mat, which is situated in an area with a lot of foot traffic, is watched over by the main library, which is located a few miles away. This allows the library to keep track of usage, receive notifications when restocking is required, and identify popular titles for informed collection development.
- **Use of Drones in Library Services:** You have two alternatives for getting a book from a library: go look for it yourself or let it come to you. A drone library is not even in the near future. It's already taking place. A startup in Australia Together, Flirtey and Zookal, a book rental service, have developed the world's first textbook distribution system. Unmanned aircraft are the way of the future, and much as Amazon uses drones to carry packages to consumers, libraries might use them to distribute books to users. Hex copters, which are drones with six rotors, are used by the system to distribute ordered textbooks. Now, the smart thing is that the drone can locate you based on where your smart phone is, so there is no need to give a specific address.
- **BIG DATA:** Big data can be a main area of interest for libraries. Using big data to aid in their operations is the first step. Big data can also be used to establish library resources and analyse patron usage of the resources available there. The use of big data by librarians can enhance information retrieval efficiency, user happiness, and library administration. Big data can be used by libraries to personalise user experiences by providing content and resources according to each user's preferences.
- **BLOCKCHAIN FOR TECHNOLOGY LIBRARIES:** New opportunities in the area of libraries are being made possible by block chain technology. Archive/special collections where provenance and authenticity are crucial, Inter Library Loan (ILL), library card verification of credentials, digital preservation, keeping corporate records, managing organisational data, and using intellectual property for research and development. The technology that powers Bit coin and other crypto currencies is known as block chain, which is a popular issue and the word of the year. A new, decentralized method of data recording and saving is promised by blockchain. It is a decentralised database that records anonymous digital transactions and makes them accessible to everyone on the network. Consequently, this is a novel method of gathering and storing data. The librarians may help in spreading block chain education to everyone. In addition to the uses already mentioned, technology is ideally suited for academic settings and for obtaining potential pace in libraries. It can be applied to secure user data in libraries, record library purchases, and enhance collection maintenance.
- **Augmented Reality-Use of librARi App in Libraries:** The Dewey Decimal System, which required children to comprehend why books are numbered and how to locate the numbers on the shelves was eliminated by the Augmented Reality Application librARi. Anyone can use the programme to access any specific book, just as they are accustomed to searching for anything on the website. The augmented reality platform enables the use of smart phones or any other AR-capable device, and it only notifies the user of the location of a particular book in the library. Users of LibrARi can conduct an AR-enhanced book search.
- **Use Li-Fi Technology in Library Services:** Similar to Wi-Fi, Li-Fi is a bidirectional, high-speed, fully networked wireless communications technology that was introduced by Prof. Harald Haas at his TED Global address. When it comes to data broadcasting, Li-Fi, a subset of optical wireless communication (OWC), can either replace or supplement RF communication (Wi-Fi or cellular network). In an indoor network setting, Li-Fi, a high-tech wireless technology, has the potential to offer effective and optimal connectivity. By transferring data through an LED light bulb, Li-Fi enables data transmission through illumination. Transferring data from one location to another and searching for information online are the most crucial daily tasks performed in libraries.
- **Role Of Technology In LIBRARIES:** Connecting people to information is what the library does for a living. A new set of positions for library professionals has been created by Web 4.0 technologies. People may now genuinely connect with one another online courtesy to Web 4.0 platforms like Facebook, Twitter, blogs, online communities, WhatsApp, Instagram, and YouTube, which are also referred to as social media. (Khan and Bhatti, 2012)
- **BROADCAST SERVICE THROUGH MOBILEAPPS :** Cell phones and other mobile gadgets have improved communication and advanced the creation, delivery, and access of information. Effective library services can be provided by the librarian using GSM-compatible mobile phones (Global Systems for Mobile Communication). It can be used to respond to reference requests, notify users of recent additions to the university calendar and upcoming events, such as public holidays, university matriculation, lecture free week, etc., in support of teaching and research. This might be sent out instantly via a feature on mobile devices called "BROADCAST," which sends a single text message to

every person recorded in the address book of the library. (Iwhiwhu, Ruteyan & Eghwubare, 2010).

- **Mobile Based Library Services:** people get information in a way which has changed dramatically as an outcome of mobile technologies. opens information the door to a brand-new type of education Libraries have a fantastic chance to engage with users and offer services everywhere and at any time thanks to mobile computing. Our Library on your Mobile Phone is accessible anytime, anywhere, on any device. Bring Your Own Device (BYOD) usage and use of our library resources sections of mobile library services. MOPAC - Mobile Version OPAC Circulation Services, a mobile library site. Services including reference inquiry, CAS & SDI, SMS alerts, library news, events, and blogs are also available. Mobile databases, new arrival lists, interlibrary loan services, and searches for books and articles.
- **Use of Mobile Apps to Access Information.** With the use of the Smartphone app LibAnywhere, users may connect with reference librarians and gather information about branch locations, hours, and events. It is offered for mobile devices that use the Apple iOS and Android operating systems. (www.libanywhere.com) additionally, a model that works with any internet-capable device exists. The app itself can be downloaded without cost.
- **Article Search:** For Apple iOS devices, Article Search is a free mobile application. It enables users to look up academic papers and scientific articles. Users have access to the complete text of publications like basic and advanced searches, abstract reading, and search results. They can either save articles for later or send them to others via email or text messaging.
- **Red cube:** Users of Red cube have access to internal software searches for PubMed and Google Scholar. While reading a PDF, users can annotate it. Later, they can search within their own annotations. From the Play Store, users can download the app. Science Direct: In the fields of physical sciences and engineering, life sciences, health sciences, and social sciences and humanities, Elsevier is the industry leader in publishing. SciVerse, an Apple and Android mobile application provided by Science Direct, is available to registered customers. It is a researcher app that requires a subscription.
- **Artificial Intelligence-AI:** AI is no longer a futuristic technology as it is increasing integrated into our daily lives because of the accessibility of Siri and Alexa (Apps) on everyone's devices nowadays. It could seem that libraries face a threat from AI because many implementations of the technology are geared toward providing information to users. People can access information through libraries, but more significantly, they can connect with others. More and more areas in libraries are utilising AI, including content indexing, document matching, content summarising, quality of service, future impact factors, and improved operational efficiency.
- **Reference Manager Mobile Apps:** As we all aware, reference management software, often known as citation management software or personal bibliographic management software, is a programme used by researchers and professionals to record and use bibliographic citations (references). Zotero, Mendeley and Endnote is a subscription-based reference management tool of Thomson Reuters. End note provide web based and desktop program to manage the citations.

Conclusion:

The Internet has spread around the world and now affects every aspect of human life. Traditional libraries have been transformed, and by using new strategies to interact with library users, it has enhanced library services to fill their informational requisites. Traditional library services, which were more user-focused and provided within the confines of libraries, have evolved into leveraging web technology, online libraries and information services. The National Education Policy (NEP) 2020 highlights significant changes in the system's present state and its prospects, as well as future planning aimed at ensuring India's educational excellence. The NEP, 2020 offers philosophical guidelines for altering the educational landscape, transforming education into a whole, and offering a path for creating a strong foundation for an independent India (**Atmanirbhar Bharat**). In conclusion, this study and numerous earlier studies show that the use of web-based technologies like websites, web-based services, and Web 2.0 & Web 3.0 tools has a beneficial impact on libraries and the services they provide. Libraries are increasingly utilising these technologies to connect with and engage the technologically savvy "Google Generation" users and to market their information resources, facilities, and services. In this digital age, libraries must deal with tech-savvy patrons who demand instant access to information and are well-versed in new technology. The users have very high expectations of the libraries, and the libraries cannot merely provide their services from static web pages. They expect the libraries to be online constantly and to engage with the users in real-time. Libraries are meant to save users' time and any difficulty they may have when looking for answers in the ocean of information.

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