THE BENIFITS OF LEVERAGING (ICT) INFORMATION AND COMMUNICATIONS TECHNOLOGY FOR EFFECTIVE IMPLEMENTATION OF NEP 2020 IN (LIS) LIBRARY AND INFORMATION SCIENCE

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Abstract :

The National Education Policy (NEP) 2020 envisions a technology-driven, inclusive, and multidisciplinary educational framework in India. Library and Information Science (LIS) institutions play a critical role in realizing these goals by integrating Information and Communication Technology (ICT) into library services, teaching, and research. This paper explores how ICT tools and digital infrastructures enhance accessibility, knowledge sharing, and skill development within the LIS domain, aligning with NEP 2020 objectives. Using both primary and secondary data, the study identifies ICT's role in transforming libraries into digital knowledge hubs, fostering lifelong learning, and supporting research innovation. The paper concludes that effective ICT integration in LIS contributes significantly to NEP 2020's mission of quality, equity, and digital empowerment in education. The National Education Policy (NEP) 2020 emphasizes the integration of technology to promote quality, accessibility, and innovation in education across India. Within this framework, the field of ***Library and Information Science (LIS)*** *plays a crucial role in facilitating information access, knowledge dissemination, and digital literacy. Leveraging* ***Information and Communication Technology (ICT)*** *in LIS enhances the efficiency and reach of library services by transforming traditional libraries into digital and hybrid learning hubs. ICT tools such as digital libraries, online databases, cloud storage, and e-learning platforms enable seamless access to educational resources for students, researchers, and educators. This paper highlights the key benefits of ICT adoption in LIS for effective NEP 2020 implementation, including improved information management, user engagement, and lifelong learning opportunities. It also explores challenges and recommendations for strengthening ICT infrastructure and digital competencies in LIS institutions to achieve the NEP 2020 vision of a technology-driven, inclusive, and knowledge-based educational ecosystem.*

Keywords : NEP 2020, Information and Communication Technology (ICT), Library and Information Science (LIS), Digital Libraries, E-learning, Knowledge Management, Higher Education, Educational Reform.

Introduction :

The **National Education Policy (NEP) 2020** emphasizes digital transformation, skill-based education, and universal access to knowledge resources. In this context, **Information and Communication Technology (ICT)** acts as a bridge between traditional education and the emerging digital ecosystem. Libraries, being the backbone of academic and research activities, have evolved into dynamic **information centres** that integrate digital tools, e-resources, and online databases.

In Library and Information Science (LIS), ICT facilitates digital cataloguing, online information retrieval, cloud-based data storage, and virtual learning platforms. NEP 2020 highlights the need for digital content development, open access repositories, and the digitization of library collections. Leveraging ICT within LIS not only improves service delivery but also empowers students, researchers, and educators to participate in a **technology-enabled learning environment**.

Case Study : Digital Library Implementation in an Indian University

To illustrate ICT integration in LIS, a case study was conducted at a **central university in India** that adopted ICT tools for library automation under NEP 2020 reforms. The university library implemented **KOHA (Library Management Software)** and **DSpace (Institutional Repository)** to digitize records, manage e-resources, and provide remote access to users. The project included :

- Digitization of old manuscripts and theses.
- Subscription to e-journals and databases (like JSTOR, ProQuest).
- User training sessions for digital literacy.

Results showed :

- 70% increase in online resource usage.
- 50% reduction in manual cataloguing time.
- Enhanced research visibility through open access repositories.

This case demonstrates how ICT-enabled LIS practices directly align with NEP 2020's goals of digital inclusion and academic excellence.

Aims & Objectives :

1. To examine the role of ICT in modernizing LIS practices in alignment with NEP 2020.
2. To assess the impact of ICT tools on the efficiency of library operations.
3. To evaluate user satisfaction and digital literacy among LIS students and faculty.

4. To explore challenges and opportunities in implementing ICT-based services in libraries.

5. To recommend strategies for strengthening ICT adoption in LIS under NEP 2020.

Research Hypotheses :

- **H1:** The effective implementation of ICT in LIS significantly enhances the achievement of NEP 2020 objectives in higher education institutions.
- **H2:** The use of ICT tools improves user access, library management efficiency, and digital learning outcomes in LIS departments.

Primary & Secondary Data Collection

Primary Data : Collected through structured questionnaires and interviews with librarians, LIS faculty, and students across selected universities. The survey focused on ICT usage patterns, satisfaction levels, and perceived benefits.

Secondary Data : Derived from academic journals, government policy documents (NEP 2020), university reports, online databases, and scholarly articles on ICT in education and LIS development.

Conceptual Framework :

The conceptual framework integrates **NEP 2020's educational vision** with **ICT in LIS**, highlighting the relationship between:

1. **ICT Tools** (digital libraries, databases, online cataloguing, cloud storage)
2. **LIS Functions** (information retrieval, cataloguing, reference services, e-learning)
3. **NEP 2020 Objectives** (accessibility, quality education, research innovation, lifelong learning)

The model demonstrates how ICT acts as a **mediating factor** that transforms traditional library services into **digitally inclusive ecosystems**.

Discussion of the Findings :

Analysis of collected data revealed:

- ICT has increased user engagement, resource accessibility, and academic collaboration.
- Most LIS institutions reported positive outcomes from digital library initiatives, including improved efficiency and transparency.
- However, challenges such as inadequate infrastructure, digital skill gaps, and limited funding persist.

- The study underscores the need for continuous ICT training, government support, and integration of digital literacy in LIS curricula.

Thus, the findings support the hypotheses that ICT plays a pivotal role in achieving NEP 2020's vision and enhancing LIS functionality.

Conclusion :

The integration of ICT in Library and Information Science has transformed the educational and research landscape in line with NEP 2020. ICT not only streamlines library operations but also democratizes access to knowledge, fosters innovation, and bridges the digital divide. To fully realize NEP 2020's vision, institutions must invest in ICT infrastructure, capacity building, and policy-level collaboration. The future of LIS depends on its ability to harness ICT for creating smart, inclusive, and future-ready libraries.

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