

Effect of Digitization and the NEP 2020 on the Resources and Services of MVJ College of Engineering Library: A Study

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ABSTRACT

The rapid advancement of digital technologies and the implementation of the National Education Policy (NEP) 2020 have significantly transformed the higher education landscape in India. NEP 2020 emphasizes the integration of digital technologies, innovative pedagogical practices, multidisciplinary learning, and equitable access to quality education. In this evolving environment, academic libraries are transitioning from traditional repositories of printed materials to dynamic digital knowledge centers that support teaching, learning, research, and innovation. This paper examines the changing role of academic libraries in the digital era, particularly within the framework of NEP 2020. It highlights the growing responsibilities of libraries in providing access to digital resources, supporting lifelong learning, facilitating research activities, and enhancing information literacy among users. Using MVJ College of Engineering, Bengaluru, as a case study, the paper explores how digitization initiatives, including digital repositories, e-books, e-journals, and technology-enabled services, are contributing to the achievement of NEP objectives. The study reveals that academic libraries play a pivotal role in fostering a technology-driven learning ecosystem and promoting academic excellence. It concludes that continuous adaptation, technological innovation, and user-centered services are essential for academic libraries to remain relevant and effectively support the transformative goals of NEP 2020 in higher education institutions.

KEYWORDS: Academic Libraries, NEP 2020, Digitization, Higher Education, Digital Resources, Information and Communication Technology (ICT), Digital Repository, MVJ College of Engineering.

1. INTRODUCTION

In today's digital age with ever changing technologies, countries all over the world are also shifting towards more and more use of digital a technology in every sphere of day-to-day activities which is leading to the digitalization of them and India is no exception to this. In recent years, the Indian education system has undergone significant changes, with the aim of improving the quality of education and making it accessible to all. One of the major

initiatives taken in this direction is the New Education Policy (NEP) 2020. Thus, to cope with the changing digital world, even in the new National Education Policy 2020 it is recommended for more use of Digital Resources and Digital Technologies in teaching learning process in the higher education sector of India. Here, come the Academic Libraries which plays a pivotal role and co-ordinate the teaching-learning process in colleges. Therefore, academic libraries are also having to be transformed to a new look, from traditional book storage to digital repositories, from physical buildings to hybrid models. They have to redesign themselves for the betterment of their institutions and also for the users. The dynamic characteristic of information and evolving user needs and demands for specific information, are also forcing them to redefine themselves with the need of the time.

India has been proven to be a global leader when it comes to ICT implementation and imbibing cutting-edge technologies in various sectors. The Digital India campaign has transformed and enabled the entire nation to become digitally enabled and moving towards a knowledge economy. Education plays an essential role and when integrated with technology makes the progress four folds.

The NEP-2020 places a strong emphasis on the role of technology, in providing high-quality education to students, teachers and youths. New education Policy has given much priority to digital technology. Digitalisation is an essential and significant aspect of this policy at all educational levels and the system's digitalisation process is accelerated by introducing flexibility and lifelong learning.

The implementation of the NEP in 2020, libraries have played an increasingly important role in achieving the objectives of the policy in higher education. The NEP aims to completely transform the Indian educational landscape, by promoting interdisciplinary and holistic teaching, encouraging research and innovation, and ensuring that everyone has equal access to education. Libraries, with their vast collection of resources and expertise, are well-positioned to contribute significantly towards achieving these goals (Asif & Singh, 2020).

Libraries have played a crucial role in education by collecting and providing resources to support learning. With the introduction of the NEP in 2020 in India, libraries have become even more important in achieving the policy's objectives in higher education. The NEP aims to comprehensively transform the Indian education system by promoting interdisciplinary pedagogy, encouraging research and innovation, and ensuring equitable access to education for all. Libraries, with their abundant resources and expertise, can actively contribute to these goals.

We are living in 21st century India- a "Digital India". Continuous growth of digital technologies like 'Artificial Intelligence (AI)', 'big data', 'Social media' and other emerging technologies have made a tremendous change in the education sector all over the world as well as in India. Emphasis has been given on the digitalization in every sphere of daily activities. As a result, to cope up with this modern digital age, under 'New Education Policy 2020 (NEP 2020)' more uses of digital resources and digital technologies are recommended for teaching-learning process in the higher education sector of India.

In the context of India's ongoing digital transformation, academic libraries play a critical role in shaping the educational landscape. The NEP 2020, a significant milestone in India's educational reforms, emphasizes the

importance of technology integration, innovative learning methods and the promotion of multidisciplinary approaches. Hence, more responsibilities are piling on the academic libraries to organize and ensure access to the learning materials for both the teachers and students in the digital environment for betterment of the parent institution which will lead to quality development of education. They have to provide more effective and supportive services not only to the faculty members also to the next generation of students who are better equipped with modern digital technologies than their predecessors. Since technologies are increasingly affecting the curriculum, the teachers will have the opportunity to consult different array of resource materials to prepare their courses which in turn put great demands on the libraries to provide them requisite materials and support services. Now, in this context Academic libraries have to redefine themselves and the librarians also have to redesign their role to cope up with these demands. They have to provide more effective and supportive services not only to the faculty members also to the next generation of students who are better equipped with modern digital technologies than their predecessors. This proposal explores how academic libraries can be reimaged within the framework of NEP 2020. The study focuses on MVJ College of Engineering in Bangalore as a case study to understand how a private technical institution is navigating this transformation.

Digitization and the National Education Policy (NEP) 2020 are significantly reshaping higher education in India. At MVJ College of Engineering (MVJCE), the library, as a central resource hub, is at the forefront of this transformation. Digitization has enabled MVJCE's library to expand access to a vast array of resources, including e-books, e-journals, and a dedicated digital repository containing institutional research and publications. This move toward digital resources aligns with NEP 2020's emphasis on leveraging technology to enhance learning and research opportunities for students and faculty alike. The policy also advocates for a holistic and multidisciplinary approach to education, which impacts the library's collection development, encouraging the inclusion of diverse resources catering to various fields of study.

By integrating digital tools and adhering to the guidelines of NEP 2020, MVJCE's library aims to create a dynamic learning environment that fosters critical thinking, research, and innovation while ensuring equitable access to information for its academic community.

2. DIGITIZATION CONCEPT

In the context of library resources and services, digitization refers to the process of converting analog information, such as physical books, journals, manuscripts, audio/video recordings, and other materials, into digital formats that can be stored, accessed, and managed electronically. This conversion is often achieved through scanning or other technologies that translate the physical content into digital bits that computers can process. This involves transforming physical resources like books, journals, manuscripts, and other media into digital files (e.g., PDFs, eBooks, images) and organizing them into digital collections, such as online databases and institutional repositories. This process not only improves the search ability and management of resources through metadata creation but also aids in the long-term preservation of fragile or rare materials by minimizing physical handling and providing digital backups. Beyond resources, digitization extends to library services, allowing 24/7 remote access to collections from anywhere, facilitating digital reference services via chat or email, and offering personalized learning experiences through features like text-to-speech. Libraries further support these efforts by providing online training in digital

literacy and creating platforms for collaborative learning. Ultimately, digitization aims to create a more dynamic, accessible, and user-centric knowledge hub, transcending the physical limitations of traditional libraries.

Digitization of library resources is the process of converting analogue information to a digital format (Feather & Sturges, 2003). According to Feather & Sturges, it is one of the newest methods of managing information resources in the new information age, whereby information technology has assisted in making information accessible to people even in their homes. Traditional library materials in the form of books, papers, manuscripts, documents, etc. are converted into electronic formats, images (such as photographs or maps) are converted into digital representations using some type of scanning devices, so that they can be displayed and manipulated on a screen.

According to Pandey & Misra (2014), the main aim of digitizing library materials is for preservations and easy access by any user or researcher. Pandey & Misra maintained that digitization improve access to library resources and by digitizing library collections; information will be accessible to all instead of a group of researchers. Digital project allows to users to search for collection rapidly and comprehensively from anywhere at any time. Digitization makes the invisible to be visible. Digitization being one of the important aspects of current global information trends fit into the library and information services for effective information dissemination, preservation of information resources and facilitating the integration of library services into the learning process of academic institution (Otubelu & Ume, 2015).

GOVERNMENT INITIATIVES AND POLICIES

- National Digital Library of India (NDLI): A significant government initiative under the National Mission on Education through ICT (NMEICT), NDLI provides access to over 81 million academic resources in multiple 100 languages, according to google sources.
- Digitization of books and documents: Projects like the Digital Library of India (DLI), a part of the Million Book Project, aim to digitize millions of books, focusing on copyright-free works and those in Indian languages.
- National Mission for Manuscripts: Established by the Ministry of Culture, this initiative focuses on locating, documenting, and preserving India's vast manuscript wealth.
- UGC-INFONET Digital Library Consortium: According to UGC, New Delhi, this initiative launched in 2003 aims to provide access to scholarly electronic resources to academic institutions across India.
- Traditional Knowledge Digital Library (TKDL): A collaborative project documenting traditional knowledge related to Indian systems of medicine in multiple international languages, serving to protect India's traditional knowledge from biopiracy.

3. NEP 2020

The National Education Policy (NEP) 2020, India's first education policy of the 21st century, replacing the 1986 policy to transform the country's education system to meet 21st - century needs and global standards, aims to transform the nation's education system and places a strong emphasis on libraries as crucial learning and knowledge resource centers.

Under the guidance of the Ministry of Human Resources Development (MHRD), a department of the Indian Government, the formulation of the NEP 2020 in India was initiated and subsequently approved by the Central

Cabinet on July 28, 2020. The NEP 2020 is a comprehensive reform and restructuring effort for every aspect of the educational framework, regulatory mechanisms and governance protocol, all rooted in India's rich cultural heritage and core values. This policy aligns with Goal 4 (SDG4) of the 2030 Agenda for sustainable Development and demonstrate its commitment to the global pursuit of inclusive and equitable quality education for all. The NEP of 2020 provides a comprehensive framework to advance the national education system. The central principle of the policy is to emphasize the humanities and implement an interdisciplinary approach to imbue education with a humanities essence (Ibrahim and Patange, 2022)

Libraries have played a crucial role in education by collecting and providing resources to support learning. The NEP aims to comprehensively transform the Indian education system by promoting interdisciplinary pedagogy, encouraging research and innovation, and ensuring equitable access to education for all. Libraries with their extensive resources and knowledge can play an active role in accomplishing these objectives (Raut, 2022). Libraries, with abundant resources and expertise can actively contribute to these goals.

Here's how NEP 2020's concepts are impacting library resources and services in India:

1. Promoting a reading culture

- NEP 2020 emphasizes the importance of building a culture of reading across the country.
- It advocates for significantly expanding school and public libraries and establishing initiatives like book clubs to encourage widespread reading.
- A National Book Promotion Policy is planned to ensure the availability, accessibility, quality, and readership of books in various languages, levels, and genres.

2. Universal access and inclusivity

- The policy highlights the importance of providing universal access to quality education and resources at all levels.
- Libraries, as vital community centers, are expected to ensure resources are available and accessible to all citizens, irrespective of location or socioeconomic background.
- This includes strengthening existing libraries, establishing rural libraries and reading rooms in disadvantaged areas, and providing resources for persons with disabilities and other differently-abled individuals.

3. Integrating technology and digital resources

- The NEP 2020 recognizes the increasing importance of digital resources and technology in education.
- Libraries are encouraged to leverage technology to manage collections, provide services, and offer access to a wide range of electronic resources, including e-books, journals, and databases.
- Digital libraries will also be established to enhance accessibility to educational resources, especially for students in remote areas.

4. Supporting research and innovation

- Libraries are envisioned as centers for learning and research, facilitating access to a wide range of resources for students, faculty, and researchers.
- The policy encourages academic libraries to support research activities, promote interdisciplinary research, and foster collaborations with other institutions.

5. Fostering lifelong learning and skill development

- NEP 2020 emphasizes lifelong learning and skill development across all educational levels.
- Libraries are expected to contribute to this by offering resources and programs for continuous education and professional development, such as workshops and seminars.
- They can also be utilized as spaces for community engagement and skill development activities.

6. Strengthening infrastructure and staffing

- The policy recognizes the need for suitable infrastructure and adequate staffing in libraries.
- It proposes strengthening existing libraries and ensuring adequate resources for all educational institutions.
- Appropriate career pathways and continuing professional development (CPD) programs are encouraged for library staff to enhance their skills and knowledge.

In essence, the NEP 2020 aims to transform libraries into dynamic and technology-integrated centers that support diverse learning needs, promote reading and research, and contribute to the development of a knowledge-based society in India.

4. NEED FOR THE STUDY

This study examines how MVJ College of Engineering (MVJCE) Library in Bangalore is navigating digitization within the framework of NEP 2020.

5. OBJECTIVES OF THE STUDY

The main objective of this study to provide effective and efficient support services to the stakeholders to facilitate the teaching-learning process in the parent institution. The objectives of this study are as given below:

1. To examine the current status and digital infrastructure of the MVJ College library.
2. To analyse how NEP 2020 influences library policies, practices, and digital services.
3. To identify challenges and opportunities in the transformation of academic libraries in Digital India.
4. To propose strategic recommendations for library modernization in line with NEP 2020.
5. To provide preliminary recommendation for the library future development based on our findings.

6. SCOPE AND LIMITATION

The scope of the study will focus specifically on the central library of college. Our investigation will primarily examine:

- The range and accessibility of the library digital resources.
- The digital services offered to students and faculty.
- Any documented initiatives or changes related to NEP 2020.
- The perspectives of current students and faculty on the library digital offerings.
- This project will be conducted within the current academic year and will rely on data collected from the MVJ college of Engineering community.

7. DATA ANALYSIS AND INTERPRETATION OF DATA

The project work is not completely merely by the collection of the data, in fact analysis and interpretation of data is also an important step of research work, and it is a crucial component of any research, as it provides empirical evidence to support theoretical claim. Data Analysis typically occurs as the initial step in the data processing pipeline. Data analysis lays the groundwork by organizing and summarizing the data for further investigation. Data interpretation follows data analysis. Once the data has been analysed and summarized, interpretation begins to provide context and insights into what the data reveals.

Demographic details of users in MVJCE Central Library

GENDER	PERCENTAGE
Male	61
Female	39

Table -1 Showing the gender of the users

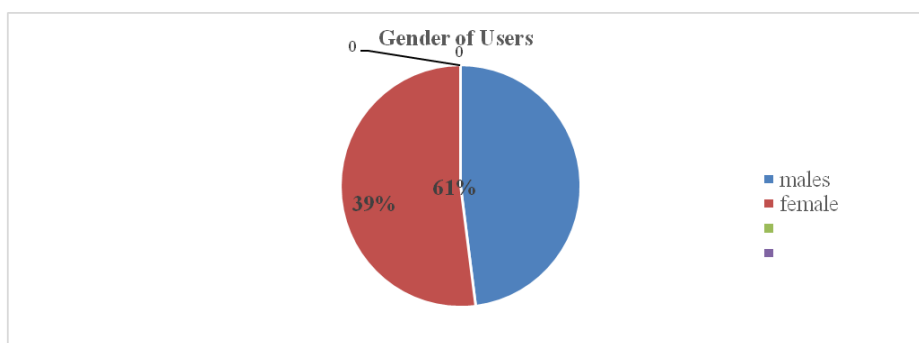


Fig-1: Chart for Gender Ratio

Interpretation: - From the above analysis table, it is referred that 61% of the users were female and the remaining 39% were male of respondent in the MVJCE Library are frequently used library services.

Showing the educational qualification of the respondents:

Educational Qualification	Percentage
Graduate	45
Post graduate	30
Ph.D.	15
Faculty Professor's and other Dept.	10

Table-2 Educational respondents

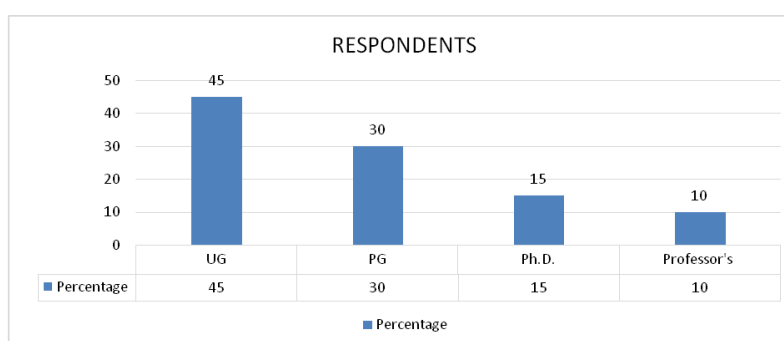


Fig-2: Chart for Respondents

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Interpretation: - In the part of educational qualification, Table showing, 45% users were pursuing their graduation, 30% of them were pursuing their post graduate, 15% were pursuing their Ph.D., 10 % of them are specialized faculty professor's.

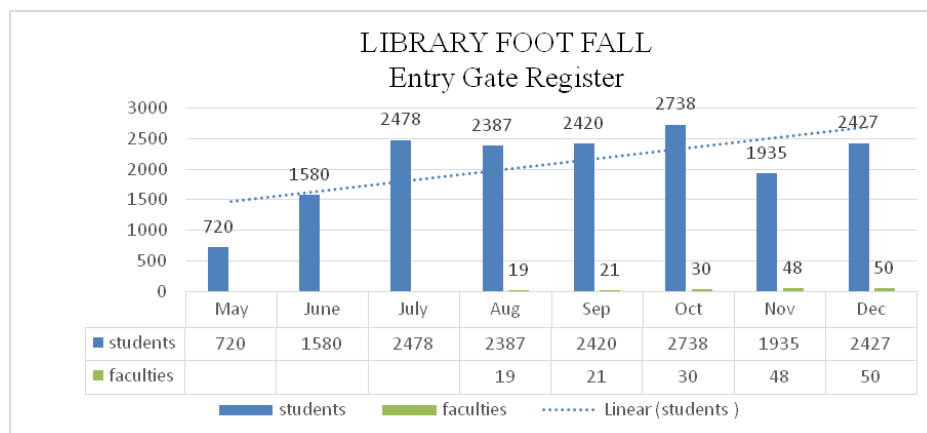


Fig- 3: Chart for Library Foot Fall (Entry Gate Register)

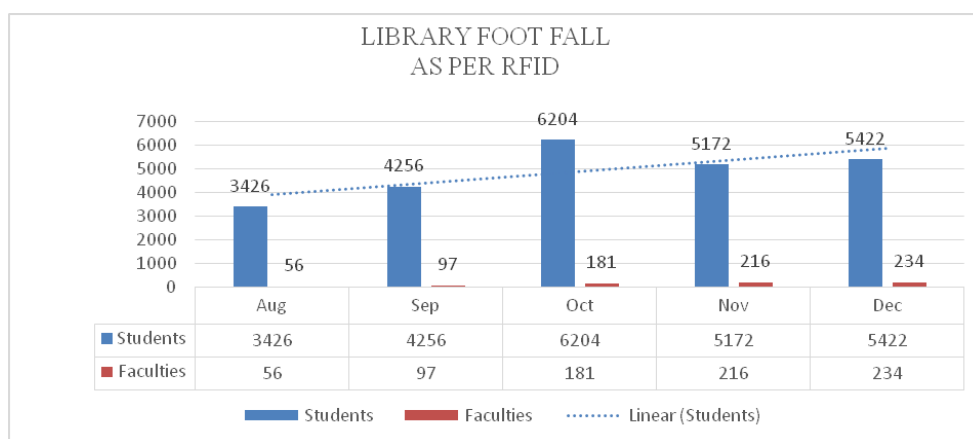


Fig-3: Chart for RFID

Interpretation-1 As per entry gate register in Fig, it was shown that 28.6% faculties member were visited to the central library during the month of May to Dec, while 55.61% Students were visited the library during May to Dec.

Interpretation-2 As per RFID- based Flap Barrier Gates in Fig, it was shown that 31.36% faculties member were visited to the central library through RFID during Aug to Dec, while 58.7% Students were visited to library during Aug to Dec.

Reference Register:

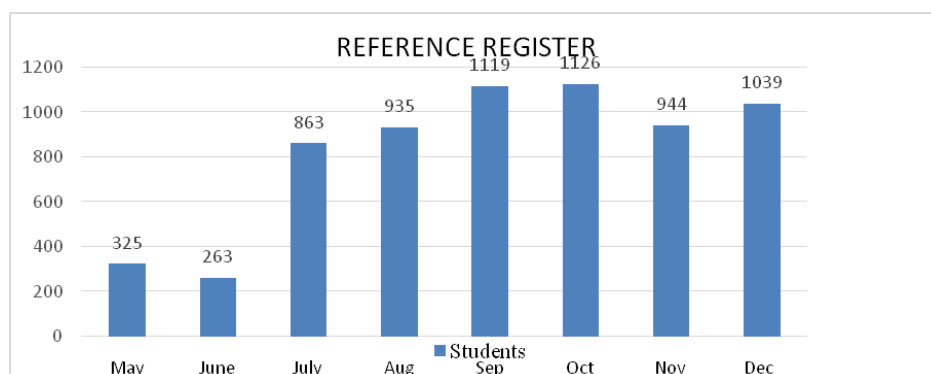


Fig-4: Chart for Reference

Interpretation – It was shown that 55.11% students were registered based on the reference and mostly from the month of Sep, Oct and Dec.

Digital Library Register:

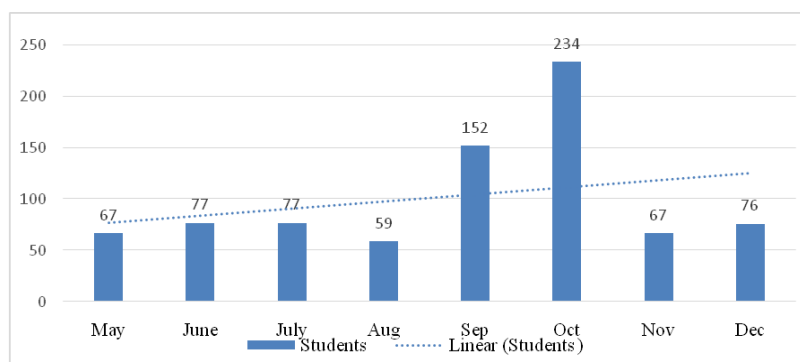


Fig- 5: chart for Digital Library Register

Interpretation- It was shown that 30-32% users were register for Digital Library mostly and highest in the month of Sep and Oct 85.77%. this clearly shows that Digitization of library has become a necessary tool for accomplishing the user's requirements.

KOHA LMS Circulation-

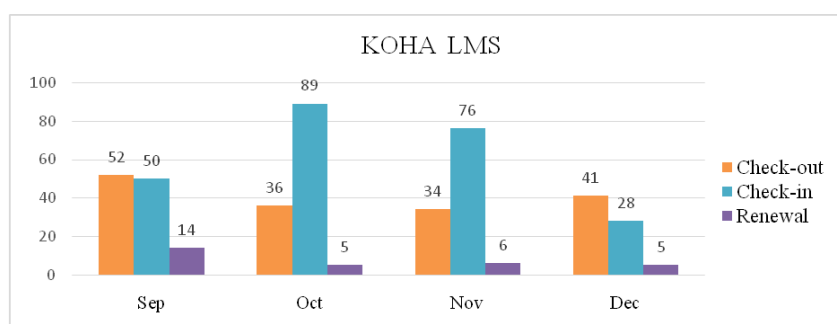


Fig- 6: Chart of KOHA LMS service

Interpretation- It was clearly seen in the given chart, Fig. that, the circulation of items in the month of Sep and Dec is balanced flow, suggests efficient operation of overall number of items. While a smaller number of check-outs indicates the less demand, as compare to check-in and renewal is also very less.

Knimbus E-Resource Report:

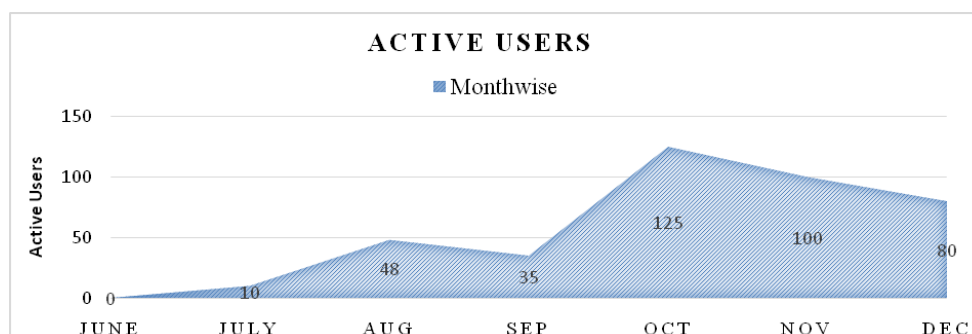


Fig-7: Total number of Active Users Report (Includes guest & mobile app users)

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Interpretation- It shows the total number of users that will be active in 2024. The graph above illustrates as less people before July. The number of active users increased consistently to 125 between July to Dec.

PUBLISHERS REPORT (Number of Pages views, Searches & Downloads)

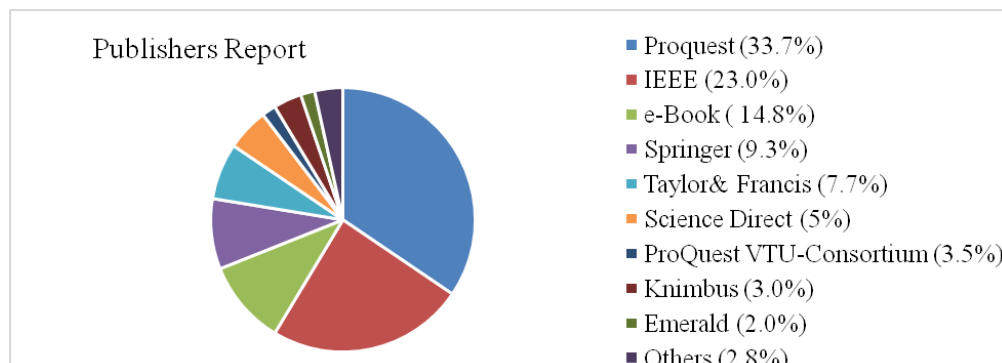


Fig-8: Top publishers

Interpretation- It has shown in Fig that, the total percentage of Pages, Views, Searches and Downloads from the publishers database through Knimbus Users 3144 documents from ProQuest followed by IEEE and e-Books 1200.

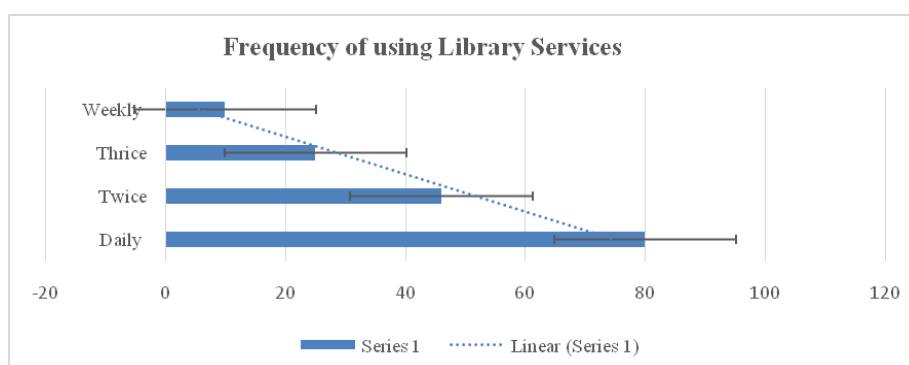


Fig -9: Chart of using of Library services and resources

Interpretation- It was shown in Fig. that 80% users use library services on daily basis, 45% were use twice a week, a part of this, only 15% users used electronic resources weekly. As the whole users of MVJ College are directly and indirectly uses the library services and resources.

IMPACT OF DIGITAL LIBRARY SERVICES AND RESOURCES

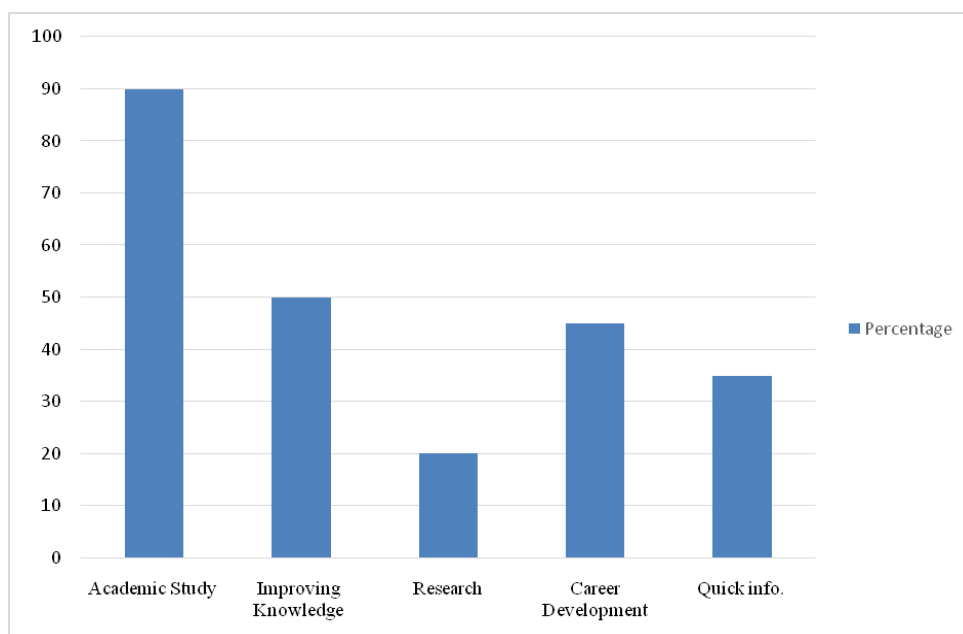


Fig-10: Chart for Library Services and Resources

Interpretation- It was shown in Fig. that maximum users use library services and resources for the fulfil the academic requirement, and lump sum users were uses on the basis of their subject requirement such as researchers and others. This clearly shows that Digital services have become a necessary tool for accomplishing the administrative tasks with ease.

EXTENT OF SATISFACTION WITH LIBRARY SERVICES AND RESOURCES

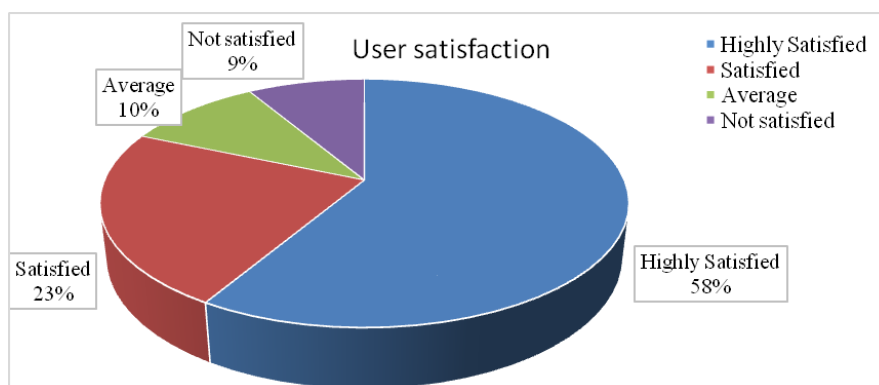


Fig -11: Chart for Satisfaction level

Interpretation- In Fig. it was shown that 58% user were highly satisfied with the electronic resources provided by the library, while 9% users was not satisfied with the resources.

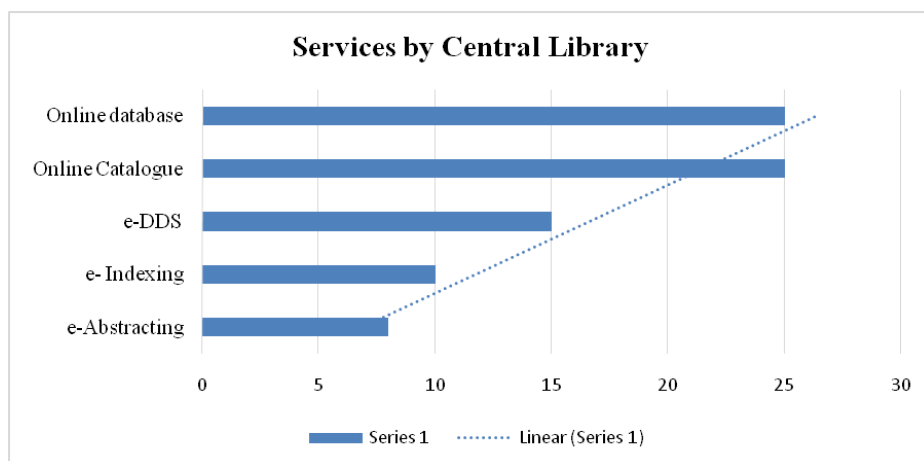


Fig -12: Chart for Library Services

DRILLBIT Plagiarism Detection

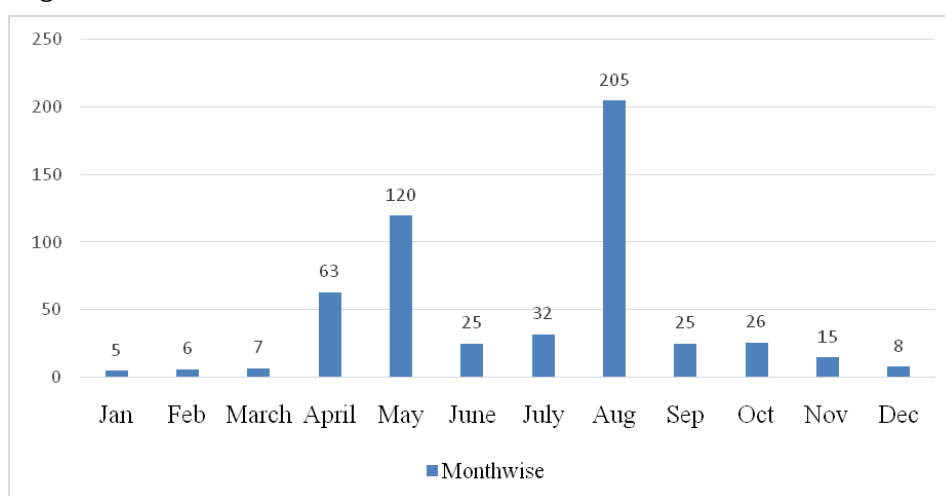


Fig-13: Chart for uses of DRILLBIT

Interpretation- It was shown in Fig. that, April, May and Aug month has highest uses of DRILLBIT software for plagiarism detection. All the given data was presented on the basis of Project work, Research paper, Thesis, and Article.

NEP 2020: -

Library	Status	
	Traditional Library	Research-Centric Library
NEP 2020	Not focused	Focused
Before NEP 2020	Focused	Not focused

Table–3 NEP 2020 changing role and Status of Library

Provision of Services	Library	
	Under NEP 2020	Before NEP 2020
Offline	As usual	As usual
Online	More	Less

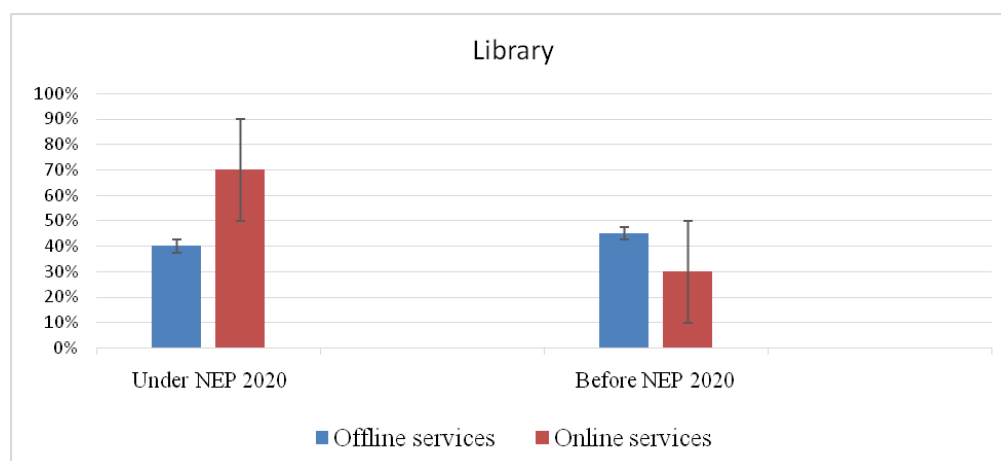


Fig -14: Provision of services

Interpretation- The above diagram Fig. clearly illustrates that how under NEP 2020 more emphasis has been given on the online services or e-services rather than the traditional offline services.

Table-5 Media comparison

Learning Media	Library	
	Under NEP 2020	Before NEP 2020
Printed Resources	As usual	As usual
E – Resources	More	Less

Problem Encountered –

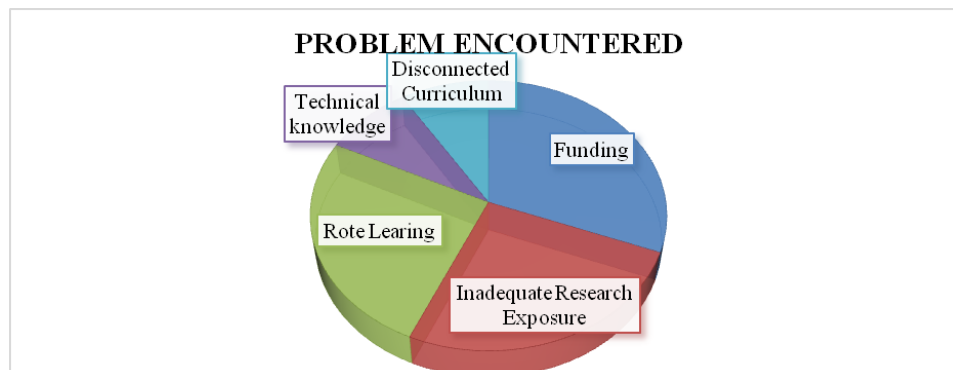


Fig -15: Chart for Problem Encountered

Solution: - Experimental learning, multidisciplinary projects, NEP 2020 alignment, use of research methods, modern tools, and focus on societal problems.

FINDINGS, RECOMMENDATION AND CONCLUSION

FINDINGS DISCUSSION

The preceding chapters have examined the theoretical foundation of digitization, the policy framework of NEP 2020 and the case study of MVJ College of Engineering Library. Data analysis revealed both opportunities and challenges in implementing digital initiatives. This chapter synthesizes these insights into clear finding, followed by practical

suggestion and policy-oriented recommendations. They provide a roadmap for strengthening academic libraries in India.

With regard to the responses obtained from the respondents, the present study was carried out among the professional and para-professional staff of the Central Library, MVJ College of Engineering (MVJCE), Bengaluru. A structured questionnaire was employed as the primary tool for data collection. The analysis of the collected data indicates a commendable response rate, as all the distributed questionnaires were duly completed and returned by the respondents. In total, 135 questionnaires were retrieved and systematically analysed for the purpose of the study, thereby ensuring the reliability and validity of the findings.

The results of the study reveal that the Central Library of MVJCE, Bengaluru, functions as a fully automated academic library. The library has successfully implemented the Koha Library Management System (LMS) integrated with Radio Frequency Identification (RFID) technology, facilitating efficient circulation, cataloguing, and overall library operations. Additionally, the library provides access to a vast collection of electronic resources, supporting teaching, learning, and research activities. The utilization of advanced digital platforms such as the Indian Research Information Network System (IRINS), along with national-level digital initiatives including the National Digital Library of India (NDLI) and SWAYAM, reflects the library's commitment to adopting emerging technologies and enhancing information accessibility. Furthermore, the findings underscore that the ongoing digital revolution—driven by large-scale digitization initiatives and the implementation of the National Education Policy (NEP) 2020—has fundamentally transformed the role and functioning of academic libraries. This transformation has had a significant impact on all aspects of library services, resources, management practices, and user engagement, positioning the academic library as a dynamic and integral component of the contemporary higher education ecosystem.

Summary of Key Finding

The research received several important insights:

- **Digitization as a catalyst:** MVJCE Library has transitioned from a traditional repository to a hybrid model, integrating e-books, e-journals and institutional repositories. This shift enhances accessibility, supports research and aligns with global trends.
- **Alignment with NEP 2020:** The library's initiatives- digital literacy programs, interdisciplinary collections and remote access, demonstrate alignment with NEP 2020 objectives of inclusively, technology integration and lifelong learning.
- **Enhanced Accessibility:** Students and faculty benefit from 24/7 access to resources, remote learning support and digital literacy workshops.

Therefore, persistent issues include the digital divide, funding constraints, staff training needs and user engagement.

RECOMMENDATION

Based on the finding the recommendation are proposed to maximize the benefits of digitization, the library should prioritize user-centric strategies. Awareness campaigns can be designed to highlight the advantages of e-resources, while targeted training sessions should address varying levels of digital literacy among students and faculty. A

hybrid collection model that balances print and digital resources will ensure inclusivity across disciplines. Furthermore, the library should explore collaborative networks with other institutions to share resources and reduce costs. Regular feedback mechanisms from users will help refine services and ensure that digitization initiatives remain responsive to academic needs.

Future Directions:

This study opens avenues for future research: examining digitization across multiple institution can provide broader insights, tracking the impact of digitization over time can reveal trends and outcomes. Exploring the role of AI, big data and blockchain in libraries can inform future strategies and investigating how libraries can serve as community hubs for lifelong learning.

CONCLUSION

The study demonstrates that digitization has substantially transformed the MVJ College of Engineering Library, enhancing accessibility, efficiency, and the overall academic experience for students and faculty. By reducing physical constraints and enabling faster retrieval of information, digitization has aligned closely with the objectives of NEP 2020, which emphasizes technology integration, multidisciplinary learning, and equitable access to knowledge.

The digitization efforts and the implementation of the NEP 2020 have significantly influenced the resources and services of MVJ College of Engineering Library. As, Digitization has enhanced access to a vast array of digital resources, including e-books, journals and research databases fostering a more inclusive and flexible learning environment. This transition has enabled students and faculty to engage with materials remotely, thus supporting diverse learning styles and research needs. In other hand, NEP 2020 emphasizes the importance of holistic and multidisciplinary education, which the library's digital resources facilitating by providing varied educational tools and materials. During the surveys, we found that, the integration of technology in library services has not only improved operational efficiency but also expanded collaboratives opportunities globally as well and allowing for greater interaction between educators and students.

Digitization and NEP 2020 together are reshaping the educational landscape in India. Libraries, once seen as static repositories, are now dynamic, technology-integrated centers that support interdisciplinary learning, research and inclusivity. MVJCE Library exemplifies this transformation, demonstrating how academic institution can align with national policies to enhance educational outcomes.

While, challenges persist, the opportunities are immense. By investing in infrastructure, bridging the digital divide and fostering user-centric services, libraries can remain catalyst for innovation and equitable education. Ultimately, the library is not just a storehouse of books but **a catalyst for knowledge creation, dissemination and empowerment in the digital age.**

The advancement made through digitization and adherence to NEP 2020 principles position MVJ College of Engineering Library as a modern academic hub that prioritizes accessibility, innovation and comprehensive support for the academic community. These efforts ensure that the library remains a vital resource in supporting educational excellence and fostering a culture of lifelong learning.

So, in this digital era of changing teaching-learning environment in the higher education and as a hub of the teaching- learning process in the academic, the time has come to redefine the academic libraries for their better future. By examining its digital resources, services and user perspectives, we hope to gain valuable insights into the challenges and opportunities facing academic libraries in this dynamic environment and academic libraries can become key enablers of the future-ready Indian education system.

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