Librarian's user satisfaction survey during COVID-19 Libraries: Result and Best Practices in Delhi NCR, India.

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Abstract

The impact of the COVID -19 pandemic on the library and information centers paved the way for the library's almost closed or restricted services on a remote basis. The goal of this paper is to determine how satisfied librarians have with the services supplied to their patrons amid the COVID -19 outbreaks. The purpose of this article is to facilitate the transition following COVID-19. The perspectives of librarians have been challenged in offering services to their patrons in a simple and timely manner. The main objectives of this to show the role of the LIS professional as a manager, appreciate the different uses of skills to suit your position in an organization, have an in-depth understanding of the technical, human, conceptual skills, and communication skills between LIS professional, appreciate what skills could mean in building up an organization for a LIS professional for library An online survey was conducted among the librarians of Delhi NCR Area to know the perspectives of librarians towards digital services offered and challenges face by the librarians in providing various services. A structured online questionnaire among 45 library professionals has been distributed and also Social Media groups in Delhi, NCR Area has been used to share the questionnaire. Out of which 40 responses have been received. Data have been analysed using MS Excel. The present findings highlight the possibilities offered to the librarians to provide electronically physical training for patron satisfaction. Total of 38 responses 27(71.1%) are techno-savvy person means have Technical knowledge, Problem Solving & Prevention, Recognizing, exploring, and using a broad range of skills to think logically about a situation. 5 (13.2%) have no technical knowledge. It means 5 respondents are non-technologists about the library's. Problem of Statement: Librarian upskill program to provide the their patron services more effectively and efficiently. Suggestions includes, the scholastic libraries ought to have the compelling capacity, recovery and abstracting strategies, devices, methods, institutional archives like Green Stone, D-space programming for building and dispersing computerized library assortments, and IT equipment and programming.