

An Overview of Communication Skills for Library Professionals

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ABSTRACT

Interpersonal communication as a form of communication is also one of the library services. Personal communication aims to invite or assist members and respond to all their complaints appropriately, efficiently and in detail. Through honest and open communication from officials, libraries can offer members the best solutions and receive positive customer feedback. Librarians encounter a wide variety of personalities and attitudes. Having an author and using personal contact leaves a good impression on patrons, and the library can treat one person as personal and another as the other. In this way, service will be provided to all application users. This article explains how communication between libraries can be improved so that they can complete their work more easily.

KEYWORDS: Communication skill, Librarian, Library professional, Library users, Library management, Library services.

INTRODUCTION

Librarians are the pioneers of libraries. The Librarian is committed to providing the best service to its users. If the author's services are received positively, it will benefit both the library and the author's work. Conversely, if library services are unsatisfactory, the author's self-image will deteriorate. These self-images are formed from their experiences in interaction. In this case, the impression users get when they interact with the library affects the library's image. In the process of helping users, librarians will discover the many personalities and personalities of users. To cope with these libraries, they need to improve personal communication to communicate with users. The aim is to provide good services so that the user can communicate well personally, a form of communication that the user needs to be able to complete all his tasks effectively. Especially when someone is facing a situation like at work. Additionally, when work activities involve direct interaction with other people, many of these activities are interpersonal-Communication skills for librarians. Be a person responsible for directing the library's research and development regarding user communication, especially personal communication. This would be an interesting discussion to discuss in more depth. This article will explore the communication skills librarians need as they relate to the library's identity in society. Path. Attitudes can also be defined as positive and negative tendencies towards

certain people, objects, or situations. 6. In other words, one develops behavior by influencing quality objects. If the character's object is not Disuakai, a negative response will be given and the person will reach a location far away from the object. For example, when the object pose is liked, the answer is yes and the person goes to the object pose. While behavior can be explained as the human desire for life, the energy of human life is the human effort to meet the needs that must be satisfied. Personal communication also becomes interpersonal communication. Personal communication refers to a face-to-face conversation between two or more people in which the sender can directly send a message and the receiver can directly receive and respond to that message. The face-to-face roommate allows each participant to influence the other 9 rai directly, verbally or non-verbally. Meanwhile, according to Onong Uchjana, personal communication is a personal exchange where a person speaks face to face while looking at others, thus personal contact occurs. Therefore, the understanding of human relations shows that personal communication behavior occurs between two people who form a face-to-face relationship, that is, an interactive role in which actors can communicate.

REVIEW OF LITERATURE

Many studies have been conducted on interpersonal relationships and communication between different groups, such as student management (Srivastava, 2018), pharmacists and vendor medicine (Aghakouchakzadeh et al., 2018), medical students (Vogel, Meyer, and Harendza, 2018). nursing students (Oliveira and Braga, 2016), accounting students (Oussii and Klibi, 2017), and doctors (Kee, Khoo, Lim, and Koh, 2018). However, a brief review of relevant studies on librarianship and library information professionals is presented. Basirian Jahromi (2016) also evaluated the communication skills of Bushehr librarians in terms of users and librarians. The results showed that libraries had excellent communication skills; However, there was no difference in communication level among librarians in terms of demographic characteristics. et al., 2018), medical students (Vogel, Meyer, and Harendza, 2018), nursing students (Oliveira and Braga, 2016), accounting students (Oussii and Klibi, 2017), and professional therapists (Kee, Khoo, Lin, and Xu, 2018). However, a brief review of relevant studies on librarianship and library information professionals is presented. Basirian Jahromi (2016) also evaluated the communication skills of Bushehr academic librarians in terms of users and librarians. The results showed that librarians had excellent communication skills; However, there was no difference in communication level among librarians in terms of demographic characteristics.

SCOPE AND LIMITATIONS OF THE STUDY

This article covers how librarians library and information science professionals in the field of library and information science should communicate with the users and provide library services to their users with different users and language orientations when they come to the library for circulation and reference and other library services.

OBJECTIVES OF THE STUDY

- ✓ To discuss how to improve the communication skills of librarians
- ✓ The importance of communications in the field of library and information science.
- ✓ To know the under about importance of communications with librarians and users.

METHODOLOGY

For the preparation of this article, the author has conducted an oral interview along with an appropriate review of primary and secondary sources of information prepared a table of contents for the composition of the article, and prepared the article.

WHAT ARE THE LIBRARIANS' SKILLS?

Librarians keep public and private libraries running smoothly by performing a variety of tasks, including inventory management, customer service requests, and catalogue management of books, journals, magazines, and other publications. They rely on a variety of skills to manage libraries and assist users effectively. If you're interested in a career as a writer, understanding the key skills of a successful writer can help you demonstrate those skills during the hiring process and get the job. In this article, we will identify and explain important writing skills and discuss how these skills can be improved.

HOW TO IMPROVE THE COMMUNICATION SKILLS OF LIBRARIANS?

Communication skills also play an important role in improving service quality. One of the standards required by the library is that library users have good communication skills and maturity and the ability to build relationships with others. We believe communication is easier, and when we can't communicate the evidence is often Kesalahpahaman. This is why academic publishing, including libraries, is important. The position of director was never held by an archivist during the president's first term. Most of these functions are done by making standard jumpers to connect different functions. This causes the library's image to deteriorate. To this end, libraries and government policy support should work together to build and improve the image of Indonesian libraries. In terms of communication that takes place in libraries, libraries are considered spammy, rigid, and closed, and tend to interfere with the work of libraries. Understandably, since librarians will be stuck with endless tasks, they will focus on making their activities visible. High workloads and work environments can make people feel more stressed and demanding. We often see libraries using Schold and Dicueki. This situation creates a negative impression of the library and its image. The negative image of libraries often affects public opinion and affects design. We need to do this as a metric that can be used to create a good image of the library. Possible reasons are: a). Therefore, to get a good name, the first thing to do is to improve the image. b) Improve communication: Librarians need training in communication issues such as giving presentations and public speaking. For example, these tasks can be completed every 3 months. Librarians may want to strengthen communication skills through training and public speaking.

The ability to communicate through interpersonal communication is crucial for libraries, as librarians have direct contact with users. The effectiveness of a librarian's interpersonal communication skills can greatly impact their success. Different communication styles among librarians can be influenced by attitudes, behaviors, educational background, skills, personality, and ability to communicate.

RECOMMENDATIONS

The government needs to provide grants to the library department for specific workshops and conferences to improve the communication skills of the librarians or library professionals for the well-being of libraries according to the subject.

CONCLUSION

Communication must not only be effective with users but also communicate effectively with advertisers, customers, management, and suppliers. As a manager, you should look at the message pragmatically, not philosophically. Bottom-up front-end communication enables management to make decisions at different management levels. High-level information allows employees to understand the decisions management makes on their behalf. Communication is very important to provide better service to users. As one of the service providers, libraries and information centers are evaluated according to the availability and timeliness of the service. Effective communication is essential to achieve this goal.

Librarianship plays an important role in library services. At the moment, people's opinions about writers' work are still not good. Libraries are considered old, unpopular, and rarely communicate with users. Librarians are likely to echo these sentiments if the work is worthless. To do this, librarians must make them feel it. One way to get to know the library is to improve communication. In this regard, libraries need to have excellent communication skills. Communication is very important for librarians to be able to work with users at all times, so librarians need to have good communication skills. Communication skills include openness, supportive behavior, agreeableness, equality, manners, reciprocity, social control, and behavior. Librarians have good communication skills and must be able to establish a personal identity as a librarian and improve library services.

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