Library Professionals:
Skills for Providing Information Services

Suman Muddapur
Librarian, Govt. College, Belgaum

Dr. K. B. Agadi
Assistant Librarian

Central University of Gujarat, Gandhinagar

Appasaheb Naikal
INTRODUCTION

• The role of libraries and librarians are changing rapidly due to growth in science and technology in all fields.

• Prior to this, library professionals jobs were limited to library boundaries but now, it has spread across the globe knowing as digital library

• In this age, it is difficult to manage and preserve all changing forms and formats of the documents for all types of patrons using all key Skills.

• Today, librarians need to play different roles which are demanded various skills ranging from an old culture to new fashion.
INTRO...

• Professionals are required to learn and understand more technical terms, concepts, skills and feel comfortable to perform their jobs to provide satisfactory information.

• Hence, library professionals apart from their educational practices required different kinds of skills and competency to give right information at the right time for right users.
SET OF SKILLS (DEFINITION)

Set of skills are character traits and interpersonal skills that explain a person’s relationship with other people.

It is all about, effective communication, listening, creative idea, decision-making skills, problem-solving, leadership skills, team building, maintaining relations with lower management to upper management.
SHORT OF SKILLS:

- Different kinds of skills which are imparted through different training programs for providing best services, achieving goals with success.

  - **Technical Skills** - Deal with knowledge and abilities that need to accomplish ICT applications in libraries and related jobs.
  - **Professional Skills** - Are specific skills that are required in teaching, library programs, ICT Applications etc.
  - **Soft Skills**: Used to interact users at work. It helps to manage self-perception and our reactions to adverse situations.
REQUIRED SOFT SKILLS FOR LIS PROFESSIONALS:

- Soft skills are important need of the hour to survive in this information age and knowledge era.

- Science and technology have impacted on skills that every field need it to be successful in the society.

- Library Professional’s soft skills are a very important element which helps to grow and success of an organization.

- Today library professionals have library science degree but that degree is not too much sufficient for serving library services.
• Huge need of librarians who have multidimensional skills in the field of administrative, technical and also in serving user education.

• The following are the soft skills which are important for a library professional to full fill the main purpose of the library;

• Following are the most necessary soft skills which are essential at workstations to be a successful LIS professional in any field

➢ **Communication**— It includes printing, writing, listening, presenting, speaking.
CONT...

- **Flexibility** – Wiling to change, lifelong learner, adaptability, accepts new things

- **Integrity** – High morals, honest ethics, and doing right things for organisation

- **Positive attitude** – Enthusiastic, optimistic, confident, happy, and encouraging

- **Responsibility** – Reliable, accountable, resourceful, self-disciplined, conscientious
CONT...

- **Courtesy** – It covers etiquette, manners, respect, gracious

- **Work ethics** – Hard working, willing to work, initiative, self-motivated, punctual

- **Patrons Services** - Given by means of books, journals, and other documents or services such as CAS, SDI,

- **Bargaining Skills** – Sort of negotiation skills in which buyer or seller dispute the exact prices which are paid for goods.
CONT...

- **Leadership Skills**: A person influences a group of people by motivation and inspiration to achieve goals & objectives

- **Teamwork**: Helpful, supportive, collaborative, cooperative

- **Interpersonal skills**: Friendly, nice sense of humour, self-controlled, down to earth
CONT...

- **Listening Skills:** listening skill is key ability to receive message correctly and paraphrasing it to avoid misunderstanding.

- **Writing Skills:** Writing is a process of using letters, words, symbols to express a thought, idea, and views in written or print format.

- **Presentation Skills:** presentation skill helps to deliver effective communication and services to a variety of library users.

- **Building Rapport:** Building Rapport is a state of amiable understanding of different kinds of persons that enable to establish better and easier communication.
CONT...

- **Teaching Skills**: it is library professionals who will teach and guide new and existing library users to what, when, where and how resources can be accessed available inside and outside of the library.

- **IT Skills**: It is an ability to use and carried out the work from technology based devices like computers, laptops, tablets, mobiles including RFID systems.

- **Library Etiquettes**: library etiquettes deals with our good behaviour, positive attitude, manners, respect and library ethics.
CONCLUSION

• Soft skills training has been identified as a key factor to enhance professionalism among library professionals.

• Today most of institutions and organisations have found soft skill training as a key factor and integrated with their core job profiles or subjects.

• Time has come to draw out and develop set of soft skills in students in library and information science program through multiple methods and channels during their academic years.
CONCLUSION

• Soft skills are becoming essential for all sections of the society in this digital age,

• In every profession, it has been seen and realised even in advertisements, it is indicated that person should have excellent skills.

• Without these soft skills it is very difficult to run any organisation

• It has been found that once employees have been selected on the basis of their hard skills and academic knowledge, they are sent for soft skills training for few days
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