

# Prerequisite Peoples Skills in Library Management

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**Abstract:** *Professional librarians' surveys indicate a strong demand for teamwork, networking, and professional competency management abilities. The growing interdependence of library staff members and their reliance on teamwork may also be reflected in the perceived need for soft skills areas. In addition, professional knowledge, nonverbal communication, negotiation competence, presenting and explaining information, and basic listening skills are among the core communication soft skills that are recognized as being important in a library setting. An employee's development is largely attributed to his or her communication skills rather than just their knowledge. Professional manners, interpersonal abilities, and soft skills A few crucial areas for knowledge management training for staff members are behavioral and management skills, which result in an.*

**Keywords:** library professional. Soft skills

## I. INTRODUCTION

India's information technology (IT) sector has grown significantly. Although a number of reasons have contributed to the expansion of the Indian IT industry, government policies regarding the sector have been crucial. Another contributing aspect is the enormous pool of English-speaking human resources found in India. Thirdly, the industry's growth has been significantly aided by the low cost of technically qualified people resources.

The Indian subcontinent has seen a commendable rise in the number of library scientists; yet, the quality of these librarians falls short of the intended mushrooming growth. Although the quantity of library scientists needed has been reached by IT training service providers and library schools, these professionals have not been able to meet worldwide standards.

The information landscape is changing quickly. We are living in a time of unprecedented change, the information age, which represents a significant turning point in human history. The time has come when it is crucial to understand how to obtain, examine, utilize, and assess this kind of information. Since librarians are the traditional guardians of information, they must understand the consequences of these changes and acquire the managerial and technology skills necessary to fulfill the evolving information needs of their organizations and use information effectively. A lot of librarians lack the self-assurance to work in increasingly IT-focused situations. In an information environment that is constantly changing, it is imperative that they stay up to date with current advancements and continue to take a proactive approach to their work.

## COMMUNICATION AND PRESENTATION SKILLS

A librarian's typical communication tasks include organizing and delivering programs, delivering papers and bibliographic listings, and facilitating group discussions on comprehending and assessing library resources. In addition, they create activity reports, test plans, and case defect reports using library resources. Effective communication is essential for starting and finishing projects in a team. This goes beyond just writing and speaking; it also includes comprehending, listening, and relating to others. As a result, having excellent communication skills is essential for working as a library worker. Given that English is a universal language, proficiency in the language is crucial for library scientists.

During the peak of the IT industry, librarians with weak language skills were also hired and had to undergo extensive English language training. However, with the rise of IT-enabled services and the ensuing rise in the number of global call centers, the situation has completely changed, and libraries no longer hire highly qualified librarians with weak language skills. Therefore, in order to become a good IT support librarian, you will need to build effective English communication and presentation abilities. Future librarians should acquire the skill of thinking in English before they

can speak it. Although it may seem easy, it takes practice, persistence, and conscious effort. Additionally, being multilingual would improve her employment.

### **INTERPERSONAL SKILLS AND TEAM SPIRIT**

In a library, no activity is personalized. It is purely a group endeavor and a group performance. The majority of libraries track team performance and award appropriately. As actuality, as a team, A's performance is correlated with and reliant upon B's performance. Consequently, there is even more motivation to sustain amicable and friendly interpersonal relationships as well as a strong sense of teamwork.

Being honest, persuasive, and nonjudgmental while expressing oneself to others is the essence of interpersonal skill. Simultaneously, team spirit influences not only an individual's performance but also that of other team members. This entails offering voluntarily assistance and support in achieving both individual and group objectives. Mental training and adjustment to cultivate an optimistic outlook on

### **PERSONAL SKILLS**

It is acknowledged that interpersonal skills are necessary for both user-contact activities and internal peer and management relationships. Effective communication, record-keeping, information-searching, material evaluation, and organization are all necessary for librarians. In addition to having computer abilities, librarians need understand how to protect papers from harm. Having management abilities is also beneficial because librarians oversee teams.

Librarians need to be

Friendly

Maintain enthusiasm

Pleasing personality

Helpful and patient when dealing with users

Able to remain calm and polite under stress

Accurate quick and efficient.

Able to work on their own

Self-motivated

Able to ask for help if it is needed

### **CREATIVITY AND PROBLEM SOLVING SKILLS**

It takes a lot of lateral and divergent thinking on the part of library scientists to generate innovative IT solutions. There is still a false perception that creativity is only divergent thinking and doing things differently from how they have always been done. An approach known as "out of the box thinking" is used in creativity training. This procedure would guarantee that library scientists come up with original and imaginative answers to challenging issues.

### **PROFESSIONAL SKILLS**

The majority of library scientists are lacking in professional or library etiquette, which is one of the crucial components in international organizations. Among the crucial abilities needed by a library scientist are proper conduct at library meetings, formal dress code, telephone etiquette, dining etiquette, and handling teleconferences and videoconferences.

#### **a. Sound Work Habits**

As a leader in technology applications, the librarian collaborates with other information management team members to develop and assess user-friendly information access solutions. When necessary, to help end users get the most out of the information resources at their disposal, the librarian offers guidance and assistance. Working in the hybrid world of print and electronic media, he should be able to deliver the optimal combination of information resources in the formats that suit the environment.

**b. Professional Knowledge**

In this context, professional knowledge refers to the librarian's proficiency with information resources, information access, technology management, and research, as well as their capacity to apply these proficiencies to the provision of library and information services.

**c. Good Listener**

Two ears one mouth we were given two ears but only one mouth. This is because God knew that listening was twice as hard as talking. People need to practice and acquire skills to be good listeners. Information is an intangible substance that must be spoken by the speaker and received by an active listener.

**d. Information Technology for Information Storage and Use**

The publishing medium, such as electronic journals, CD ROMs, online databases, electronic books, etc., are changing quickly as a result of the technological revolution; everything is now available digitally and can be preserved and used effectively. The best use of the technology at hand is advised in order to adapt to the user's changing needs. Support services for users of electronic information services must be provided, and librarians must stay current on new electronic information products and information distribution methods.

**e. Leadership**

Leadership at a library carries a lot of responsibility and accountability. The value of a librarian's hour is measured in dollars, and as a result, leadership becomes increasingly sophisticated in order to ensure that tasks are completed on time. Leadership is not just giving instructions and giving directions; it also involves setting an example for the team to follow and inspiring them all. To be a good leader, one must possess a high degree of emotional maturity and continuously inspire their team members to complete the project on schedule while placing a premium on quality. Learning to obey before giving orders is a crucial first step toward becoming a competent leader. People cannot become effective leaders of today or tomorrow unless they undergo emotional development and have a high degree of humility.

**f. Team work**

It is crucial to be able to build working relationships with others, define roles and responsibilities within a group, and motivate individuals to collaborate well. In a joint venture, the capacity to collaborate with others and provide a range of contributions (such as ideas and organization) is essential.

**g. Negotiating**

One must be able to come to a decision that satisfies both sides. For example, academic librarians may need to bargain with administrators about budgetary issues or with peers on interlibrary loans. Active listeners who accept what the other person has to say are skilled negotiators. A negotiated agreement is optimal when all sides come out ahead.

**h. Networking**

Sharing resources and pursuing a wide range of information exchange opportunities with other universities is vital. Resource sharing is now a feasible option because of recent advancements in networking that enhance data transmission via electronic means. To exchange knowledge and experiences, library workers need to be able to effectively connect with the appropriate individuals.

**Today's Scenario**

Mere possession of people's skills does not guarantee success unless one practices them with integrity, humility, fidelity, temperance, courage, justice, patience, simplicity and modesty. It is the possession of these qualities that primarily strengthens an individual's ability to influence the team members' behavior in a positive way. Today, organizations are presenting an environment of collaborative but conflict-driven conditions. Staying in such an

organization is very much an 'emotional decision' and to turn it into one's favor, one has to get personal'. That is the only way how one can move closer to teammates and start going smoothly.

Usage of soft skills by people having fundamentally flawed character marked by duplicity and insincerity may fail to deliver the goods in the long run, for duplicity generates distrust and this, in turn, makes one perceive the usage of soft skills as simply 'manipulative'. So the golden rule for successful usage of soft skills is "do unto others as you would have others do unto you." Therefore, the new alchemy should be "We are all angels with only one wing; we can only fly while embracing each other" and that is what soft skills are meant for.

Library staff in this age of digital technology peoples are getting lots of alternatives if the staff is not giving him proper service he will go to some other place and get it what he want in a better way and you may loose one user.

In order to respond to the vast technological changes, which are now taking place all library and information managers are facing the challenge of improving quality and quantity of library services. One method of facing the challenges is to practice soft skills in the library on a continuous & regular basis.

It is therefore extremely necessary that whom so ever it may be or what ever kind of people may be who walk into the library they should be imparted with proper / relevant / precise / useful information & this can be done to a great extent not by giving them the required information which is being asked for but the information to the customers has to be imparted by means of a smile, energy, enthusiasm, zeal & with a great deal of positively.

## II. CONCLUSION

The librarian's goal will always be to establish as productive a link as possible between people and recorded knowledge. Nonetheless, it's critical to understand that not every issue will be resolved by the introduction of electronic libraries. The psychology and sociology of human cognition and communication are still areas in which we need sufficient knowledge. It seems improbable that the electronic library will resolve the access issues on its own. Although retrieval indexes are still developed by humans, electronic information does not always translate to effective retrieval. Users of libraries should also take responsibility for ensuring that libraries provide the necessary services. Librarians are excited about the chance to learn more about what readers desire and how to provide more pertinent and

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