

## ESSENTIAL MANAGERIAL SKILLS FOR LIBRARY AND INFORMATION SCIENCE PROFESSIONALS

Bhagyashree V. Tamhane \*    Dr. A. Ganesan\*\*

**\* Librarian**

K.P.B. Hinduja College of Commerce,  
Mumbai, Maharashtra,  
India.

**\*\* Librarian & Head,**

DLIS,  
AVVM Sri Pushpam  
College (Autonomous),  
Poondi, Thanjavur,  
Tamil Nadu, India

**QR Code**



**Abstract:** - *Human as a resource is an important and vital component for an organization. The success of the organizations is solely depend on the human resources especially when they are service oriented and deals with other human beings as their clients. Effective people as employees contribute to the effectiveness of the organization. Competent and motivated people can make things happen and enable an organization to achieve its goal. Therefore it is very much essential to ensure that the dynamism, effectiveness, competency and motivation of its employees always remain at a high level. The basic aim of this paper to show the core competences of Library & Information Science (LIS) professionals as managers of organizations. This paper outlines and discusses the professional skills and necessary technological skills needed for library science professionals and managers.*

**Keywords :** Management, Human Resource Management, Library Manager, Management Skill.

### 1. Introduction

Managers create policies, programs and practices to satisfy both the economic and emotional needs of the employees. They create a working environment in which the employees are encouraged to develop and utilize their skills and abilities to the maximum extent. Personnel programs and practices are evolved with the goal of balancing the needs and requirements of the organization and those of the employees. (Ganihar & Nayak , 2011,p.2) ‘Management’ has suddenly

become a magic word in librarianship. But what is library management that has not hitherto been taken seriously by senior librarians as their essential role as administrators of their libraries. Continuing Professional Development is an essential part of the modern library information professional’s successful career planning & prospects. The LIS Professionals with better personal, professional and technological competencies have great opportunities and bright future in the modern libraries. Application of new ICT in to the libraries immediately requires

improvement of different kinds of skills and knowledge in library information science professionals. Continuous staff training on emerging technologies is essential to learn, improve and develop various kinds of professional skills, knowledge and competencies. Professional competencies can be thought of as flexible knowledge and skills that allow the librarian to function in a variety of environments and to produce a continuum of value-added, customized information services that cannot be easily duplicated by others. They relate to the librarian's knowledge in the areas of information resources, information access, technology, management and research, and the ability to use these areas of knowledge as a basis for providing library and information services.

The technology is complex and librarians have to developed the skills to understand it, exploit it or create it. Those few who do have such skills find they have a very marketable commodity and can make a better living elsewhere. There is an urgent necessity to learn a great variety of professional competencies to accomplish the role of professional librarian in the constantly changing challenging information environment. Professional competences enable librarians to respond effectively and efficiently to the constant development of new technologies. Some of the unique competencies of the LIS Professionals are discussed in the following sections.

## **2. The Managerial Skills at Various Levels**

The fundamental functions of a manager such as planning, organizing, leading, controlling and decision-making are the skills required to be mastered by the managers. In order to exercise these functions, one has also to keep in mind, the type of job, the size of organization, the skills and experiences of the people one works with and the time available at his or her disposal to do these management functions.

## **3. Core Professional Competencies for Librarians**

### **3.1. Technical Skills**

In the age of 21st century LIS Professional must be aware of emerging technologies. It has become increasingly important that librarians keep themselves up-to-date with technology and have certain basic skills. In the current scenario library professional must have the knowledge of Networking, scripting languages, the ability to deal with the back-end of the OPAC, the ability to translate library services into the online medium, the ability to troubleshoot basic computer and printer problems, or just a good healthy knowledge of emerging technologies.

### **3.2. Time Management Skills**

As per fourth law of library science which is "save the time of users". This also has become more important that librarian must developed the time management skills. To provide better or effective services to our user, time is also an important factor. Our whole effort to search that information would be useless if we could not

provide their desired information on time. So library professional also need to developed time management skills.

### **3.3. Presentation Skills**

LIS Professional must have highly effective presentation skills. If a Librarian wants to implement a new technology or services for Library users firstly he must prepare a proposal for management and should be able to explain the consequence of this new technology, which tool to use to train library staff, measures to be apply to market the service etc. Librarian have to explain the management about the role of the new technology in currently being used in libraries. Librarian can develop & practice reader's advisory skills to promote reading habit among all level of users. Through his/her presentation skills he/she can increase awareness of the role of libraries & librarians in promoting information literacy. For that librarian can use variety of presentation techniques to convey information to library users with different learning styles.

### **3.4. Communication Skills**

Communication has a great importance in providing better services to users. Librarian communicates the value of library service to decision makers, staff and library users. When Librarian provides information to the user he/she should communicate clearly and respectfully with customers and colleagues. Always Demonstrates active listening skills with customers and colleagues in his workplace. Communication is not only must be effective with users only but

must have also ability to negotiate effectively with publishers, customers, management & vendors.

### **3.5. Customer Service**

Librarians should be user oriented. He/she can demonstrate a sincere commitment to user service. Librarian must try to observe readers' needs & try to provide their desired information on time. Through continual design & improvement in user oriented information products & competencies he can provide them better customer services. He should show them confidence & competence to deliver perfect customer services.

### **3.6. Evaluation and Assessment Skills**

LIS Professionals needs to understand the changes in the library services will effect all stakeholders. Sometimes library professionals focuses on the needs of one group and ignores the fact that the changes that will benefit one group will not benefit to another. With any change, librarians should create a list of all of the different stakeholders and actually discuss how it will affect each of them. When we say "stakeholders" we mean not only our patrons but staff, IT, and administrators. If you implement a project that library staffs don't support, the likelihood of success is poor. For that continually analyzes, investigates and assesses the information service needs of the users & according to our stakeholders needs we can designs and deliver specialized value added information products and services. Time to time we can evaluates the outcomes of the use of library and information resources and services for which we can conduct research to

find solutions to the identified information management problems.

### **3.7. Managerial skills**

In managerial skills we include technical skills, human skills & conceptual skills. Technical skills involve process or technique knowledge and proficiency in a certain specialized field. These skills are more important for Librarian because library professional also dealing with a number of staff doing the library work. The technical skill involves the Librarian's understanding of the nature of job that people under him have to perform. Human Skills involve the ability to interact effectively with people. Librarian interacts and coordinates with employees & staff. Librarian deals directly with people, this skill is crucial. Librarian with good human skills is able to get best out of their supportive staff. Conceptual skills refer to the ability of a Librarian to take a broad and farsighted view of the organization and its future, his ability to think in abstract, his ability to analyze the forces working in a situation, his creative and innovative ability and his ability to assess the environment and the changes taking place in it.

### **3.8. Knowledge of Policies, Procedures, Issues and Standards**

- Maintains current awareness of professional issues which has high impact on libraries.
- Demonstrates knowledge of library policies, procedures and service standards.

### **3.9. Knowledge of Information Sources & Services**

- Develop specialized subject knowledge about the purpose of the organization.
- Identify materials appropriate to library users' requirements and their abilities.
- Expertize knowledge in the content of information resources and ability to critically evaluate and filter them.
- Develop and deliver convenient, easily accessible and cost effective information services to the users (CCFR)

### **3.10. Commitment to Life-Long Learning**

- Take responsibility for the development of one's own professional career.
- Remain knowledgeable in current events and technologies.
- Pursues learning opportunities, personally or through formal/informal training.
- Flexible in adapting to new situations, systems, tools, environments.
- Anticipates accepts, adapts and manages change effectively.

### **4. Other Skills**

- Marketing and promotion of library services
- Project management skills
- Digital Resources management

#### 4. Conclusion

For decades, LIS Professionals have been creatively managing the information and research resources of their organizations. The evaluation, acquisition, organization, sharing and distribution of information in all formats, including books, periodicals, online services. Internal work product documents and database resources, is an integral part of their expertise. Similarly, providing comprehensive research services utilizing their specialized subject knowledge service, of long standing. Libraries play a pivotal role in imparting knowledge to its varied clients. In the digital age embracing digital technology is essential for library and information professionals. To achieve the goal specified by libraries there is need of techniques of management. By applying management techniques library and information professional can effectively manage the ever increasing flow of information and become able to handle the global information resources.

#### 5. References :

##### 5.1 Bibliography

1. Gordon, Moran, "Ethics, strengths and values: a review article", *Journal of Librarianship and Information Science*, 33, no. 2 (2001): 98-101. Print.
2. Gordon-Till, Jonathan, "Ethics: the professional challenge", *Business Information Review*, 19, (2002): 46-54. Print.

3. Hannabuss, Stuart, "Book Review: Librarianship and Human Rights: a Twenty-First Century Guide by Toni Samek 2007, Oxford: Chandos Publishing", *Journal of Librarianship and Information Science*, 40, no.1 (2008): 59-60. Print.
4. Muirhead, Graeme A., "The role of the systems librarian in libraries in the United Kingdom", *Journal of Librarianship and Information Science*, 25, no.3, (1993): 123-135. Print.
5. O'Connor, M.J., "Review article: The librarian as manager", *Journal of librarianship and information*, 13 no.2, (1981): 131-135. Print.
6. Oswitch, Pauline A., "The role of the information professional in development", *Information Development*, 6 no.1, (1990): 28-33. Print.
7. Venkata, Ramana, P., The changing role of librarian in a challenging dynamic web environment. 4th International Convention Caliber-, Gulbarga, 2-4 February, Inlibnet Centre, Ahmedabad. (2006). Print.
8. Pors, N.O. and Johannsen, C.G. (2003), "Library directors under cross pressure between new public management and value-based management", *Library Management* Vol. 24 No. 1, pp. 51-60.
9. Riggs, D.J. (1997), "What's in store for academic libraries? Leadership and management issues", *Journal of Academic Librarianship*, Vol. 23, pp. 2-8.

10. Kumar, Sonu "Library Evaluation", Random Publication, New Delhi:2016.
11. Shukla, Shailaja "Textbook of Library Organization", Wisdom Press, New Delhi:2015.
12. Meshram, Jayant S. "Current Tools and Techniques in Library Science", Chandralok Prakashan, Kanpur: 2014.
14. Bhattacharya, Manvendra "Professional Library Organisation and Knowledge Organization System", Random Publication, New Delhi:2014.

14. "Managerial skills/competencies." *Get Satisfaction - People-Powered Customer Service. Web. 10 May 2009.*

## 5.2 Weblibliography

1. [www.borjournals.com/](http://www.borjournals.com/)
2. [abhinavjournal.com/journal](http://abhinavjournal.com/journal)
3. [www.webpages.uidaho.edu](http://www.webpages.uidaho.edu)
4. [www.indianjournals.com/](http://www.indianjournals.com/)
5. [journals.sagepub.com/](http://journals.sagepub.com/)
6. [www.lisbdnet.com/](http://www.lisbdnet.com/)
7. [shodhganga.inflibnet.ac.in](http://shodhganga.inflibnet.ac.in)
8. [eprints.rclis.org](http://eprints.rclis.org)
9. [www.srels.org/](http://www.srels.org/)
10. [www.academia.edu/](http://www.academia.edu/)
11. <https://ir.nctu.edu.tw/...>
12. [www.sciencedirect.com/](http://www.sciencedirect.com/)
13. "10 tips for time management in a multitasking world." *Web log post. Penelope Trunk's Brazen Careerist. 10 Dec. 2006. Web. 9 May 2009.* <<http://blog.penelopetrunk.com/2006/12/10/10-tips-for-time-management-in-a-multitasking-world/>>.