Research Article

The Role of Librarians' Interpersonal Communication in Circulation Services (Study at the Lampung Provincial Library and Archives Office)

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Abstract.

This study aims to determine the role of librarian interpersonal communication in circulation services at the Lampung Provincial Library and Archives Office. The research method used is descriptive qualitative research, which provides an overview or information about the problem under study. Data collection was done based on observation, interviews, and documentation techniques. The data analysis techniques used were data reduction, data presentation, and conclusions. The results of this study show that interpersonal communication has a role in providing services in libraries, namely *openness*, empathy, *supportiveness*, positiveness*, and *equality*. Researchers conducted interviews with 5 librarians and 5 users. And use structured interviews. The results show that librarians have applied other communication skills such as openness, empathy, support, and positivity. On the other hand, in users opinion these skills have not been fully applied. Overall, it can be concluded that the circulation service process at the Lampung Provincial Library and Archives Office provided by librarians is quite good and users feel quite satisfied.

Keywords: interpersonal communication, librarian, circulation services

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1. Introduction

The library is one of the most important sources of information it can also store various kinds of information in printed and digital form and can be used by the general public to meet educational needs such as for research, learning, and filling spare time without having to spend money.[15] There are many types of collections namely magazines, newspapers, microfilm, and others.[1] Libraries can be easily found in the community, both libraries organized by government agencies, private institutions, and the general public. One that is easy to find is the public library. In this case, the library can be used as a gathering place to discuss schoolwork, coursework, or daily life problems.[16]

A library is an organization that aims to collect various collections of library materials which are then served to users for use. So automatically service activities are the

spearhead of library activities, and the quality of library services is greatly influenced by the quality of librarians as implementers.[17] The quality of librarians is determined by educational background (expertise), personality and communication skills. Interpersonal communication skills are very important for librarians, because in information service activities librarians deal directly with library users or information seekers.[2]

Communication is an important activity, especially for librarians, such as communication between librarians and visitors who provide information services.[18] This is because a librarian is someone who has competence obtained through librarianship education and / or training and has duties and responsibilities to carry out library management and services.[3] So, it can be said that the librarian as a person who provides services to library visitors. In providing services to visitors, librarians must be able to communicate well, one type of communication that must be mastered is interpersonal communication.[19]

Interpersonal communication is defined as activities to convey and obtain information addressed to the object of receiving and providing information, good communication is communication carried out by someone to be able to exchange ideas with others, good communication will be able to facilitate user interaction with librarians.[20] Librarians have competence obtained through librarianship education or training and have duties and responsibilities in providing services to users, librarians in building good relationships with users are very dependent on good and effective interpersonal communication skills.[4]

Librarian is someone who has competencies obtained through librarianship education and / or training and has duties and responsibilities to carry out library services.[20] Librarians must have a sense of responsibility in providing services to users, librarians today must be sensitive to the information needs desired by users, and also required to provide excellent service to their users, in the library a librarian is required to have a sense of responsibility to provide information.[5]

Librarians in building good relationships with users are very dependent on good and effective interpersonal communication skills so that librarians can know how to deliver messages and receive messages well, be effective listeners, be pleasant personalities and the ability to combine verbal and nonverbal communication when serving users.[21] One example is talking to users by staring with a smile. It will make users feel served with such an attitude, rather than just words.[22]

From the observations that the researchers made, researchers obtained from users who came to the Lampung Provincial Library and Archives Office found that the intensity

of communication between librarians and users was very rare. Librarians only communicate when users are confused in finding the desired information and do not ask directly to the center. However, there are some users who still have difficulty communicating with librarians on the service, this is due to ineffective communication factors, as a result of which causes a reduced visitor graph.[23] Based on the background, we can see that providing good service is by communicating with users, it is hoped that with effective communication, a relationship will be established between users and librarians. Thus, users will feel happy to visit the library.

2. Method

The type of method used by the author is descriptive research with a cutative approach. Qualitative research is research that uses a natural background, with the intention of interpreting phenomena that occur and is carried out by involving various methods that exist in qualitative research. The methods that are usually used are interviews, observations, and the use of documents.[6] The research site was carried out at the Lampung Provincial Library and Archives Office located on Jl. ZA. Pagar Alam No.52 Labuhan Ratu, Kedaton, Bandar Lampung. Data Sources, the data used in this study are: a) Primary data That is data that is directly and immediately obtained from data by researchers for the specific purpose of research. In other words, primary data is data obtained directly from the first source, either through observation or interviews with informants.[7] The criteria for librarian informants are those who work in the circulation service for at least one year. Meanwhile, the criteria for users are visitors at the Lampung Provincial Library and Archives Office with an age range from 16 years to 35 years and different backgrounds. b) Secondary Data That is, data that has been collected and reported by people outside the researcher himself, even though what is collected is actually original data. In other words, secondary data are data obtained from a second source, other than the one studied that aims to support the research carried out .[7]

Data collection techniques, According to Sugiyono, data collection techniques are the most important step in research, because the main purpose of research is to obtain data, data collection is carried out in various sources and various ways. In qualitative research, data collection is carried out under normal conditions, and data collection techniques are carried out by observation, interviews, and documentation.[8] a) Observance Method Defined as systematic observation and recording of an object related to research conducted by the author and recording carried out on objects at the place of the event.[8] In this way, researchers will see directly the Librarian's

Interpersonal Communication in Circulation Services at the Lampung Provincial Library and Archives office. b) Interview method is one technique that can be used to collect research data. In simple terms, it can be said that an interview is an event or a process and a source of information or interviewees through direct communication.

It can also be said that an interview is a face-to-face conversation between the interviewer and the source of information, where the interviewer asks directly about an object that is studied and has been designed in advance.[9] c) Data collection methods can be obtained through structured interviews, according to Sugiyono, structured interviews are used as data collection techniques if researchers or data collectors are aware of the researcher's interview using interview guidelines that have been compiled systematically and completely for data collection. d) Documentation Method according to Sugiyono suggests that documents are records of past events. Documents can take the form of writing, drawings, or monumental works of a person.

Documents in the form of writing such as diaries, life histories, biographical stories, regulations and policies. Documents in the form of images, such as photographs, living images, and sketches. Documents in the form of works such as works of art, which can be in the form of images, sculptures, and films.documentation is a complement to the use of observation and interview methods in qualitative research.[8]

Data analysis techniques, according to Sugiyono, data analysis in qualitative research is carried out at the time of data collection, and after completion of data collection within a certain period. At the time of the interview the researcher has analyzed the answers, the interviewee, the researcher has analyzed the answers interviewed. If the interviewee's answers after analysis are not satisfactory, the researcher will continue to question again until a certain stage is obtained data that is considered credible. Activities in data analysis are data reduction, data presentation, and conclusion telling. a) According to Sugiyono, the data obtained from the field is quite a lot, for that it needs to be recorded carefully and in detail. As already stated, the older researchers go to the field, the more data will be, complex and complicated, so it is necessary to immediately analyze data through data reduction. b) The presentation of data in qualitative research can be said in the form of brief descriptions, charts, relationships between categories, and the like. In qualitative research, the most often used to present data is narrative text. c) The conclusions raised are provisional, and will change if no strong and supporting evidence is found at the next stage of data collection. Then if the conclusions put forward at the initial stage, supported by valid and consistent evidence when researchers return to the field to collect data, then the conclusions put forward are credible conclusions. Thus, conclusions in qualitative research are new findings that have never existed.[8]

3. Results and Discussion

Results of research on Librarian Interpersonal Communication in Study Circulation Services at the Lampung Provincial Library and Archives Office. The target in this study is Librarians and Users, this researcher uses structured interviews to describe data obtained from informants to obtain field data. Results after conducting interviews and observations:

3.1. Librarians' Interpersonal Communication in Circulation Services

Librarians can know the needs of users if they have good interpersonal communication skills so that they can serve the needs of users.[24] As a professional, the librarian is responsible for providing the widest possible access to users, in providing services to users what is done is to communicate directly with users, with this interaction, librarians can help users in finding information needed by users, a librarian can establish good relationships and make users feel comfortable.[10] To see the interpersonal communication of librarians in circulation services at the Lampung Provincial Library and Archives Office by looking at the interpersonal communication skills possessed by a librarian in serving users, namely: 1) *Openness* (Openness) is an attitude that can accept input from others, as well as information that wants to be conveyed to others.[11] Effective interpersonal communication does involve several important factors, one of which is the desire to open up to the interlocutor and interact with what you want to convey.[25]

To find out the interpersonal communication of librarians in providing services to users with an attitude of openness, the author interviewed librarians as informants about openness. Based on the results of an interview with one of the informants, the results of the interview said that "*This is of course we have good communication and knowledge about libraries if a user wants information that we can directly handle, overall, openness and language skills are important qualities that librarians must have to provide quality service and build positive relationships with users. This will enhance the user experience in the library and make the library a welcoming and intimate place for all users. Some users may feel embarrassed or awkward to ask or ask for help, and sometimes, users may face language barriers or difficulty expressing their needs. With an open attitude and good language skills, librarians can look for creative ways to overcome these challenges and still ensure effective communication*".

In addition to interviewing librarians, researchers also interview users, because users can immediately feel how the service in this library. Based on the results of interviews with users said that "*In terms of service, it is quite good, but in service to users it is still not in accordance with service standards.* Other users said that *"The service has been good, but there are still a few noisy officers"*. In terms of openness, the company says that: *"Sometimes it is applied sometimes or not, if you say hello, it seems to greet you with a smile, now there are also those who don't say hello at all, it seems a bit indifferent, the library guard, first serves well, but if there is also sometimes greeting directly kak continues, sometimes it is not"*.

Based on the observations of researchers conducted, it can be understood that the attitude of openness by librarians in circulation services is indeed very important to create a friendly library environment, *Inclusive*, and help users feel comfortable communicating. As librarians mean about openness, that is, librarians provide freedom to users to access and browse information in the library is a very fundamental aspect of openness. Openness also includes providing good service by communicating with users and actively asking about what they need. Communicating kindly and enthusiastically can help build a positive relationship between librarians and users. However, there are also users who express the openness of librarians in providing services as rarely done. 2) *Empathy* (Empathy) is a person's ability to feel what others feel without losing one's own identity, and to be able to understand an issue from another person's point of view.[11]

Empathy is an important part of interpersonal communication, especially in the context of library services. Going to users first and inviting communication is a proactive action that shows the librarian desire to help and provide more personalized service. To find out interpersonal communication in providing services to users with this empathetic attitude, the author interviewed one of the informants. Based on the results of the interview, the informant said that *"Service with an empathetic attitude has been implemented in the library is a very good step, Librarians' empathetic attitude can make the user experience more meaningful and enjoyable. When users speak or ask questions, librarians can listen attentively. This will make users feel heard and valued."* In addition to interviewing librarians, researchers also interview users, because users can immediately feel how empathetic librarians are in service at this library. Based on the results of interviews with users said that "*The empathy that I feel is sometimes still lacking, because I have not found a librarian who helps me in looking for books on the shelves, sometimes I am confused looking for books but there is no clerk who perperin*

or ask what you want to find, we should ask the officer where the book you want to look for later must be shown to the librarian, sorry sis, maybe because I'm a little shy".

Based on the observations of researchers, it can be understood that librarians have applied an empathetic attitude towards users who visit the Lampung Provincial Library and Archives Office. However, not all librarians have the same openness and empathy in interacting with users. Although openness and empathy are highly valued values in providing services to users, each individual can have a different personality and communication style. It is important for librarians to remember that empathy and openness are integral parts of their duty to provide good service to users. By empathizing and communicating well, librarians can help users in their efforts to find the information they want. 3) *supportiveness* (Support) Effective interpersonal relationships are those in which there is a supportive attitude.[11] This means that each party who communicates has a supportive attitude so that open interaction is carried out. Effective interpersonal communication is strongly influenced by a supportive atmosphere between librarians and users. A comfortable, friendly, and polite atmosphere can increase the effectiveness of communication.

To find out interpersonal communication in providing services to users with this attitude of support, the author interviewed one of the informants. Based on the results of the interview, the informant stated that "*In addition, we provide services by supporting visitors who come to the library. Really, Librarian's responsibility in providing satisfactory service to users. Always welcome users with a smile and a friendly attitude. Showing their politeness and respect will create a positive environment in the library, Although not all librarians can behave like that. If users find it difficult to find their needs, we will try to help users in the search process or navigate to the right section of the library*".

In addition to interviewing librarians, researchers also interview users, because users can immediately feel how the librarian's support attitude in service at this library. Based on the results of interviews with users said that "*If what I feel about what the book you want to look for is usually only shown directly to the shelf and there is no librarian to help find the book, that's what I feel or something else*. As for the results of interviews with other users said that "*There are some librarians who sometimes help, if I ask where the book is located he shows where the book is in the taro, which I feel is also rarely a librarian who goes around to come to us or ask us what book is being sought, sometimes I just ask with other users*".

Based on observations, it can be understood that a friendly and responsive support attitude from a librarian is very important in providing services to users. Indeed, librarians

must serve users well, respond appropriately to questions, and help them find the information they need. Some users stated that the attitude of support is not always consistent in providing services to users. 4) *Positivenes (*Positive attitude) is shown in the form of attitudes and behaviors.[11] Greeting users with a positive sense and considering them as important people goes a long way in creating a pleasant and satisfying experience for users. To find out interpersonal communication in providing services to users with this positive attitude, the author interviewed one of the informants.

Based on the results of the interview, the informant said that "*We must be positive that when someone is looking for information we provide assistance in finding information, the top priority of a librarian is to provide good service and provide assistance that is in accordance with the needs of users. Focusing on solutions and providing full support when seeking information will help visitors feel valued Be friendly and patient in every interaction with* users, *Maybe users have different levels of knowledge. By adopting a positive approach and prioritizing good service, the library will become a comfortable, informative, and beneficial place for all*". In addition to interviewing librarians, researchers also interviewed users, because users can immediately feel how positive the librarian's attitude is in service at this library. Based on the results of interviews with users said that "*As usual, you say hello when we see a new smile but they are also smiling, there are also police officers who walk around or monitor that what I see them greeting with smiles is so*". The results of interviews with other users stated that *"Usually, they are stuck, maybe it depends on the mood because if I see when the librarians feel tired, or tired, usually mukany looks flat, it's different when it's still morning, it looks so fresh, it seems to depend on their mood, brother"*.

Based on the observations of researchers, it can be understood that Librarians who provide services with a positive attitude, demonstrate their dedication to the library, and appreciate the arrival of users are excellent steps to create a friendly and pleasant library environment. A positive attitude and service from librarians is essential to enhance the user experience and create a good relationship between librarians and users.

Nevertheless, some users stated that the attitude of positive feeling has not been fully implemented by librarians, this needs to be overcome by the library. A positive attitude and service are essential in creating a pleasant and satisfying experience for users. 5) *Equality* Equality is acceptance and approval of others who are interlocutors. It must be realized that everyone is valuable and has something that can be given to others.[11] Librarians must prioritize professionalism in serving every user in a fair, friendly, and non-discriminatory manner. All users should be respected and appreciated regardless of any differences. To find out interpersonal communication in providing services to users with

this positive attitude, the author interviewed one of the informants, the Librarian. Based on the results of the interview, the informant said that "*This attitude emphasizes that all users should be treated fairly and equally regardless of their status, position, or background. However, even though the services provided are the same for all users, librarians must still understand that the needs of each user can vary. We as librarians must be ready to provide assistance and support in accordance with the needs of these users. Effective communication with users is an important key so that librarians can understand their needs well and provide appropriate solutions*".

In addition to interviewing librarians, researchers also interview users, because users can immediately feel how attitudes are *equality* Librarians in service in this library. Based on the results of interviews with users said that "*For service problems, you are almost the same, for example, in book lending services, everyone can borrow books*". As for the results of interviews with other users that "*In my opinion, all the same do not distinguish each other from the provision in this service, sis, for example, when other visitors, everything is the same, but sometimes what I feel, yes, you rarely have officers directly approach us, ask what to do, what to look for, rarely do you come to us, wait for us first, ask the officers and then they approach us*".

Based on the observations of researchers conducted, it can be understood that librarians in providing services with an attitude of *equality* stated that they have implemented in the library, treating all users without differentiating and generalizing services by not looking at status or other differences is a very important attitude and reflects inclusive principles in library services. Treating all users with respect and without discrimination will increase the level of user satisfaction with library services, thus encouraging them to come and use library facilities more often.[26]

3.2. Barriers to Librarian Interpersonal Communication

Communication is said to be effective if people succeed in conveying what they mean or communication is considered effective if the stimuli conveyed and intended by the sender or source, are closely related to the stimuli captured and understood by the receiver. It is impossible for a person to have truly effective communication. There are many barriers that can damage communication. Anything that hinders smooth communication is referred to as interference (*noise*). DeVito states that communication barriers mean that anything that can distort a message, anything that prevents the receiver from receiving the message.[12] Based on the results of an interview with one of the informants, the librarian said that "The obstacles faced if the information

submitted is not as desired by the users, there will be misunderstandings and users will become dissatisfied with the services provided. *Librarians are very important in providing services to users. Lack of sensitivity can be an obstacle that causes misunderstanding and dissatisfaction of users with the services provided. Effective interpersonal communication between librarians and users will help create a more pleasant library environment and provide better service, thereby increasing user satisfaction and comfort*".

3.3. Circulation Services at the Library and Archives Office of Lampung Province

Circulation comes from English, namely: *circulation* which means turnover or circulation. In library science, circulation is often referred to as lending activities for library materials or activities related to borrowing and returning library materials.[13] Service is a primary element in achieving a successful library organization, this section is directly related to users in the dissemination of information and utilization of facilities contained in the library. In other words, libraries are concerned with services because there is no library if it is not a service activity.[14] Services according to Mulyadi include all forms of recording related to the use of library collections appropriately and on time for the benefit of users, user services related to borrowing, returning, and extending collections. Circulation service is an activity to serve users in borrowing and returning library materials and completing their administration. Library materials that can be borrowed read outside the library are generally public collections (*non-reference*).

Based on the results of the researcher's interview with informants, the Librarian said that *"In this circulation service we use a manual system of recording borrowed cards) and automation (scanning barcodes)", and we in this circulation service section to provide the best service to users is to increase the friendliness of librarians, regardless of status, responsiveness and respond to difficulties or needs of users quickly so that users do not scared and wanted to go back to the library again*. Based on the observations of researchers conducted, it can be understood that in providing the best service to users, being friendly to users, and can help the difficulties or needs of users quickly.

4. Conclusion

It can be concluded that through the process of interpersonal communication librarians, can communicate verbally and nonverbally, can work in service individually and in groups, and produce the role of librarians as facilitators, mediators and motivators. From the process of interpersonal communication, librarians are said to be successful in influencing librarian skills in *Openness* as meant by librarians regarding openness, namely librarians provide freedom to users to access and browse information in the library, provide good service by inviting users to communicate asking what is needed, and being honest in providing information and Librarians are also open to suggestions from users to meet the needs of users. *Empathy* Librarians have applied an empathetic attitude towards users who visit the Lampung Provincial Library and Archives Office. As the librarian's attitude regarding openness, namely by inviting users to communicate asking what needs are needed by users to help get the desired information. *Supportiveness* (Support) be friendly by always responding well to questions from users to satisfy by providing answers needed by users. *Positiveness* Librarians in providing services by being positive state that they have implemented it in the library, by appreciating the arrival of users, always greeting users and reprimanding users to help users find information needed by users. Librarians' equality in providing services does not distinguish users ranging from students, employees, lecturers, and others.

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