

GE 2c

Soft Skills in Librarianship

60 Hours
(45hrs Lect. + 15hrs Tut.)

Course Title & Code	Credits	Credit Distribution of the Course			Eligibility Criteria	Pre-Requisite of the Course (if any)
		Lecture	Tutorial	Practical/ Practice		
GE 2c: Soft Skills in Librarianship	4	3	1	0	-	-

Course Objectives

To orient and train students regarding soft skills; inculcate good and effective communication skills, confidence, self-esteem and personality development along-with team work attributes and professional behaviour and also prepare them to face the challenges and barriers in professional career with ways and means to achieve success through critical thinking and timely decision making.

Learning Outcomes

After completing this course, students will be able to:

- ☞ Demonstrate effective oral and written communication skills tailored to diverse library settings.
- ☞ Apply interpersonal, collaborative, and empathetic skills to enhance user engagement and teamwork.
- ☞ Exhibit professional attributes such as adaptability, problem-solving, and ethical decision-making in LIS environments.
- ☞ Use soft skills such as leadership, conflict resolution, and time management to contribute to organizational effectiveness and user satisfaction.

UNIT I: Foundations of Soft Skills in Librarianship 12 Hours

- ☞ Concept of Soft Skills in LIS: Definition and Importance
- ☞ Distinction between Soft Skills and Hard/Technical Skills

- ☞ Role of Soft Skills in Library Services and User Satisfaction
- ☞ Interpersonal Communication and Rapport Building
- ☞ Attitude, Empathy, Patience, and Cultural Competence

UNIT 2: Communication and Interpersonal Skills 12 Hours

- ☞ Effective Oral Communication: Clarity, Tone, Language Choice
- ☞ Active Listening and Feedback Strategies
- ☞ Written Communication: Emails, Memos, Notices, Reports
- ☞ Body Language and Non-Verbal Cues in User Interaction
- ☞ Public Relations and Customer Service Excellence

UNIT 3: Teamwork, Leadership, and Professional Behaviour 11 Hours

- ☞ Teamwork Dynamics and Collaborative Problem-Solving
- ☞ Leadership Styles and Decision-Making in Libraries
- ☞ Conflict Management and Negotiation Skills
- ☞ Professional etiquette and workplace conduct
- ☞ Time Management and Prioritization in LIS Tasks

UNIT 4: Adaptability, Critical Thinking, and Career Skills 10 Hours

- ☞ Adaptability and Flexibility in Changing LIS Environments
- ☞ Critical and Creative Thinking Skills for Service Innovation
- ☞ Stress Management and Emotional Intelligence
- ☞ Networking, Presentation Skills, and Professional Growth
- ☞ Career Preparedness: Resume Writing, Interviews, and Continuing Education

Essential Readings

- ☞ BARIL (K) and DONLEY (J). Academic Library Job Descriptions. Association of College and Research Libraries (ACRL). 2021.
- ☞ BEJALWAR (SA). Soft Skills for Librarians: Critical Analysis of Soft Skills of Librarians Working in Institutes of Sant Gadge Baba Amravati University, Maharashtra.
- ☞ LAP LAMBERT Academic Publishing. 2022.

- ☞ BUCK (TH) and DUFF (S). *Guidance for Librarians Transitioning to a New Environment*. Routledge, New York. 2021.
- ☞ CHIPMAN (SF) and others. Eds. *Thinking and Learning Skills: Volume 2: Research and Open Questions*. Routledge, New York. 2009.
- ☞ FILHO (WL) and BARDI (U). *Sustainability on University Campuses: Learning, Skills Building and Best Practices*. Springer International Publishing, Germany. 2019.
- ☞ KULKARNI (L) and NOORAIN (H). *Soft Skills: The Invisible Toolkit*. Samvn Publication, Rajasthan. 2025.
- ☞ SEIBERT (HL) and others. Eds. *The Library Workplace Idea Book: Proactive Steps for Positive Change*. ALA Editions. 2020.

Suggested Readings

- ☞ McMURRY (JH). *The Etiquette Advantage: Personal Skills for Social Success*. Stellar Publications, Wilmington, NC. 2002.
- ☞ RIMMER (H). *The Kind Librarian: Cultivating a Culture of Kindness and Wellbeing in Libraries*. Facet Publishing. 2024.
- ☞ ROBBINS (SP) and JUDGE (TA). *Organizational Behavior*. Ed. 15. Pearson, Boston. 2013.
- ☞ SAUNDERS (L) and BAJJALY (S). *The Importance of Soft Skills to LIS Education*. <https://files.eric.ed.gov/fulltext/EJ1343492.pdf>
- ☞ SINGH (KP). *The Player: Beyond the Canvas, Breaking Boundaries*. Excel India Publishers, New Delhi. 2026.
- ☞ WALLACE (HR) and Others. *Personal Development for Life and Work*. 8th ed. South Western Cengage Learning. 2000.
- ☞ ZIMA (B). *Mindsets and Skill Sets for Learning: A Framework for Building Student Agency*. Marzano Resources, United States. 2021.