



# Understanding Librarians: Communication is the Issue (Chandos Information Professional Series)

*Barbara Hull*

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## **Understanding Librarians: Communication is the Issue (Chandos Information Professional Series)**

Barbara Hull

Aimed at professionals and trainee professionals within the library and information service (LIS) fields, this book reminds the reader of the frequently ignored communication-gulf between the professional and the layman, and in particular the lack of true communication between LIS professionals and the user. It focuses especially on 'non-standard' users, such as non-native speakers or those with some disability. The author provides accessible examples of good practice, assesses their degree of success and suggests further ways to improve performance in information provision.

- Written by a “poacher turned gamekeeper” – an information professional who is also an experienced adult educator
- Jargon-free and accessible style of delivery
- Highlights the human aspects of using libraries, even if this is in a virtual environment

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