



Librarian Interpersonal Communication At The Digital Reading Corner In Dinas Perpustakaan dan Kearsipan Pemerintah Kab. Labuhan Batu

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ABSTRACT

This research was conducted at the Library and Archives Office of Labuhan Batu Regency. The purpose of this study was to find out about the Interpersonal Communication of Librarians in the Digital Reading Corner at the Library and Archives Service of the Labuhan Batu Regency Government. The research method used is a qualitative method, this research intends to reveal the phenomena that exist in the field, namely: How is the interpersonal communication of libraries to users in the digital reading corner. Next, the researchers conducted interviews with 2 librarians at the Labuhan Batu Regency Library and Archives Service. The results of the study indicate that the library is the human resource in the library which is used as a benchmark for the progress of a library or digital reading corner. A librarian is a person who provides and carries out activities in a library or digital reading corner in an effort to provide a service to users in accordance with the vision and mission of the parent institution Constraints that often occur in digital reading corners are the lack of human resources, the lack of facilities provided, the lack of interest in reading by the public. It can be concluded that the constraint of the digital reading corner with circumstances that can hinder the ease and development of the digital reading corner.

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1. INTRODUCTION

The library is a place or information center, storing various kinds of information in various forms and types, can be used by the whole community to meet information needs such as research, study, spare time and so on without incurring costs. Today's library collections are no longer limited to books but also various collections such as magazines, newspapers, tapes, films, microfilms and so on that are being produced by science and technology. (Ibrahim, 2014)

Librarians are people who have the responsibility of providing services to users or visitors, so that librarians will meet various kinds of characters and personalities of users or visitors. To deal with this, a librarian must develop and must have the ability to communicate, in order to provide good or maximum service to users or users (Kuswarno, 2008).

The most important library is service, because the service is felt by the user first, then the librarian must provide the best service for user satisfaction. By studying good and effective interpersonal communication, librarians can learn to be a messenger and an effective recipient of messages or listeners, as well as being an interesting person as well.

Communication is one of the activities that are often carried out or carried out in the library. This activity is a very important activity because it is able to support the services that have been provided to users, this communication activity is also a very important activity carried out by librarians.

Based on Surah An-Nisa that it has a relationship with orphans and other people's children even though they are not in their care. When you say something, you must speak truthfully and fairly to them, as everyone wants their children to be treated like that after death and when delivering messages, they must be gentle, lenient, not punish, and remind each other about something agreed upon, such as death.

The digital reading corner is one of the services available at the Labuhan Batu Regency Library. The reading corner was established on January 24, 2021, the digital reading corner is located on Jalan K.H Dewantara, Sioldengan Kec. South Coast.

The results of the author's observations in the Library and Archives of the Labuhan Batu Regency Government, namely the author sees the librarian there when a user comes to the library the librarian doesn't care, is silent and the librarian is more concerned with their own activities, even though providing a good service to users is one of the duties of the librarian. providing convenience to the users will make the users feel at home in the library. Then the user will often visit the library if the librarian has a friendly nature, and helps find the desired information.

From the background of the problem, we can see that in providing a service to the user, the first thing to do is communicate directly with the user, because the interaction between the user and the librarian can establish a good relationship and make the user feel comfortable in the library.

By learning good and effective interpersonal communication is important for librarians, because they can become professional librarians, can provide excellent service to users. Therefore, the researchers researched about Librarian Interpersonal Communication At The Digital Reading Corner In Dinas Perpustakaan dan Kearsipan Pemerintah Kab. Labuhan Batu

2. RESEARCH METHODE

This research uses qualitative or naturalistic research methods because it is carried out under natural conditions. The qualitative research method is a research method based on the philosophy of postpositivism, used to research on natural object conditions, (as opposed to an experiment) where the researcher is the key instrument, qualitative research is more qualitative research (which is conducted in a triangular manner).

3. RESULT AND ANALYSIS

Based on the results of interviews that have been processed in the results of previous studies, in this section, researchers will analyze the communication of digital reading corner librarians.

1. Communication Librarian digital reading corner.

In the world of libraries, service is the spearhead of the library. Whether or not a library is good depends on how the service is, because it is the service department that is directly related to library users. But on the other hand librarians are also people who are directly responsible for a service activity, so the quality of librarians greatly affects the quality of library services.

This interpersonal communication skill is very necessary for librarians who work in the library in providing a good and optimal service to users or visitors who come to the library. So that the relationship between librarians and users can establish intimacy and make users feel comfortable in the library.

Based on the results of research in the field, it can be concluded that the quality of the library all depends on how the librarian serves the visiting users. Then it can influence several factors, namely educational background which will determine expertise, personality and communication skills. The ability to communicate in this case interpersonal communication is very important, because the librarian's skills in effective interpersonal communication will determine a librarian's success in carrying out their duties so that someone is able to build close communication with users.

In interpersonal communication, there are five factors that can influence the librarian so that this interpersonal communication goes well and effectively as follows:

- a) **Openness (open attitude).** An open attitude is very influential in fostering interpersonal communication between librarians and users. An open attitude is an attitude that shows that nothing happens to cover each other so that interpersonal communication that is carried out can foster effective interpersonal relationships. Interpersonal communication will be effective if there is a desire to open up to the other person, the desire to interact with someone honestly on the message conveyed by the other person, the desire to appreciate that the feelings and thoughts conveyed during the process are your own. In this situation, the communication actors will create openness of feelings and thoughts themselves, and each party is responsible for what he wants to convey. Based on research that has been done by researchers in the field, it can be concluded that openness is the main variable in interpersonal communication, the authors see that librarians have not implemented an open attitude to users in providing services in the library. However, the user has two versions. The user (1) says that he has implemented an open attitude in providing services to the user to access and browse the information in the library, while the user (2) says that the librarian in providing services is sometimes done and sometimes not, sometimes friendly, sometimes greet and serve well sometimes indifferent and cool with his gadgets.
- b) **Empathy.** Librarians must have an empathetic attitude towards users, empathy is to feel what users want to convey without losing themselves. Honesty is very important when communicating because it can foster mutual trust between the two, each party must be honest with each other in expressing something with users so that mutual trust is created, not artificial potential. Through empathy we can understand both emotionally and intellectually what has been experienced by others. Empathy must be expressed so that our interlocutors know that we are empathizing with them. So as to increase the effectiveness of communication. Based on the research that has been done by researchers in

the field, the authors see that librarians have not implemented an empathetic attitude towards users. When the researcher asked the user's perspective, some said the librarian had implemented an empathetic attitude towards the user, but there was also a user who said the librarian had not implemented an empathetic attitude to the user, such as the librarian asking the user's desired needs unless the user asked the librarian first in seeking new information the librarian responded to the user.

- c) **Supportiveness (supportive attitude).** This means that interpersonal communication will be effective if a supportive atmosphere has been created. A nuance of support will be created if the communication process is descriptive and not evaluative, as well as more flexible and not rigid. So in the process of delivering messages, descriptive words or sentences are used and do not provide an assessment, then show that each communicator is willing to listen to the opinions of the other person and even change opinions if it is needed. Based on the results of research that has been carried out by researchers in the field, the author sees that librarians have not implemented a supportive attitude to users, and when the author asks for the user's perspective, he says that librarians have not fully implemented a supportive attitude to users, such as when a user visits the library and asks the librarian. , the librarian only shows the location of the books on the collection shelf but does not help and finds the books or other collections that the users want. The librarian is indifferent in indicating the location of the book that the user wants.
- d) **Positiveness (positive attitude).** Librarians must have a positive attitude towards users so that they can respect each other's feelings and thoughts that they want to convey to the librarian. During the communication process that occurs between communicators, there will be openness of feelings and thoughts and can accept and be responsible for what the user wants to convey to the librarian. Based on the results of research that has been carried out by researchers in the field, the author sees that librarians have not fully implemented a positive attitude towards users such as by appreciating the arrival of users and seeking information that users want, and when the authors ask the user's perspective to say the same thing as what has been researched by the author, librarians have not implemented a positive attitude towards users such as librarians who do not greet users, are indifferent, indifferent and others.
- e) **Equality.** It means acceptance and approval of other people who are interlocutors. It must be realized that all people who have value and have something most important are given to others. Equality in interpersonal communication must be shown in the process of changing roles as a talker and as a listener as well. The pragmatic model or what is called a hard approach focuses on certain behaviors that must be used by interpersonal communication actors, both speakers and listeners. If you want an effective one, this approach is carried out effectively which is able to make the other person comfortable and able to be open in terms of feelings and thoughts. From several interpersonal communication factors stated above, librarians are expected to be able to improve library services by establishing good and good relationships with users or users and making users feel comfortable in the library as well as being a fellow user in finding information.

2. Digital reading corner constraints

The success of the librarian in controlling the digital reading corner is largely determined by the human resources at the Labuhan Batu Regency Government Library and Archives Service. Especially regarding the facilities provided, then the budget because it greatly affects the development of the digital reading corner itself.

According to Muhammad Syarif (2012: 29), the obstacles that exist in digital reading corners are generally faced by every agency, including:

- a) Lack of budget in each region
- b) Lack of facilities
- c) Lack of interest in reading users towards digital reading corners
- d) Lack of socialization of librarians to users

Based on the results of research in the field, it can be concluded that how important the budget is for the development of an agency. Including the facilities provided can affect the user's comfort in the digital reading corner, then the more collections needed, the more users will like to visit the digital reading corner.

4. CONCLUSION

Based on the data taken, it can be concluded that librarians must provide services by being open to users, librarians must have an empathetic attitude to users, librarians must provide services by being supportive towards users, librarians must provide services by being positive to users, and librarians must also provide services. service by being equal, that way if the librarian has implemented everything wholeheartedly and not half-heartedly, the communication between the librarian and the user can be well established, the users feel comfortable because they have been well served by the librarian. because the good and bad of a library all depends on how the librarian serves the library. The more the librarian communicates well with the users, the happier the users are to visit the library.

Collections are library materials that are collected, processed, and stored for distribution to the public to meet their information needs. The purpose of providing collections is to support the implementation of education, teaching, research, and community service programs. The collection of digital reading corners is not only presented for students, teachers, and researchers but also for people who need it. The library materials provided can be grouped into two forms, namely printed and non-printed.

The success of the librarian in controlling the digital reading corner is largely determined by the human resources at the Labuhan Batu Regency Government Library and Archives Service. Especially regarding the facilities provided, then the budget because it greatly affects the development of the digital reading corner itself.

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