

VALUE ENHANCEMENT COURSE (VEC)

COURSE TITLE: SOFT SKILLS FOR LIS PROFESSIONALS BACHELOR OF LIBRARY & INFORMATION SCIENCE (BLIS) SEMESTER: 1 OR 2

No. of Credits: _____ (Theory: 03, Practical: 00)

Total Marks: _____

No. of Teaching Hours: _____

ESE: _____

Pass Marks: _____

COURSE OBJECTIVE:

To make students aware of the importance of learning in everyday at the workplace, including student days and encourage them to be soft-spoken professionals.

LEARNING OUTCOMES:

On studying the course, students shall be able to:

- (a) Demonstrate self-confidence and empathetic behavior at the workplace.
- (b) Demonstrate leadership qualities.
- (c) Determine user needs in the library.
- (d) Illustrate the Emotional Intelligence skill.

SYLLABUS OF COURSE:

1. Personal Branding / Image of a library professional:

- i. Personal character strengths: goal setting, critical thinking, creativity, appearance management
- ii. Emotional Intelligence; time management, stress management.

- iii. Leadership skills: Decision making, problem solving, working in teams or groups.

2. Emotions and Empathy at the Library Workplace

- i. Intrapersonal Skills: conflict resolution, professional etiquette, behavior with internal and external coworkers, service orientation towards library clients
- ii. Art of Persuasion, Negotiation and transactional skills used to build strategies for any communication situation
- iii. Reading skills, comprehension and listening skills

SELECTED READING LIST:

1. Skills to Make a Librarian: Transferable Skills Inside and Outside the Library. (2014). Netherlands: Elsevier Science.
2. Effective Communication and Soft Skills. (2011). India: Pearson Education India.
3. Cadle, J., Paul, D., Thomas, P. (2012). The Human Touch: Personal Skills for Professional Success. United Kingdom: BCS Learning & Development Limited.
4. Stephens, M. (2016). The Heart of Librarianship: Attentive, Positive, and Purposeful Change. United States: American Library Association.
5. Stephens, M. (2019). Wholehearted Librarianship: Finding Hope, Inspiration, and Balance. United States: American Library Association.
6. Emotion in the Library Workplace. (2017). United Kingdom: Emerald Publishing Limited.
7. Creativity for Library Career Advancement: Perspectives, Techniques and Eureka Moments. (2019). United States: McFarland, Incorporated, Publishers.
8. Alex, K., Alex, K. (2009). Soft Skills Know Yourself & Know the World. India: S. Chand Limited.
9. Wilson, L., Woolls, B. (1996). People Skills for Library Managers: A Common-Sense Guide for Beginners. United Kingdom: ABC-CLIO.
10. Shaffer, G. L. (2020). Emotional Intelligence and Critical Thinking for Library Leaders. United Kingdom: Emerald Publishing Limited.

VALUE ENHANCEMENT COURSE (VEC)

COURSE TITLE: COMMUNICATION SKILLS & TECHNICAL WRITING

MASTER OF LIBRARY & INFORMATION SCIENCE (MLIS)

SEMESTER: 1 OR 2

No. of Credits: _____ (Theory: 03, Practical: 00)

Total Marks: _____

No. of Teaching Hours: _____

ESE: _____

Pass Marks: _____

COURSE OBJECTIVES:

To understand the concept of communication skills & technical writing, their usefulness in the area of library and information science.

COURSE OUTCOMES:

On studying this course, students shall be able to:

- a. Demonstrate written & verbal communication skills
- b. Demonstrate public speaking skills
- c. Illustrate the ability to design and develop library events and promotional materials

SYLLABUS OF COURSE:

1. Verbal, Written and Non-Verbal Communication:

- i. General theory and fundamental types
- ii. Objectives and Barriers in Communication between Library professionals and all stakeholders

- iii. Verbal and written communication: Elements and tools of effective communication- vocabulary, tone, rate of speech, volume, pitch, and emphasis; body language and non-verbal behaviour, public speaking skills; and using visual communication theory for effective presentation
- iv. Library Office correspondence: letters, emails, memos, newsletters, circulars, reports, posters. Writing library instruction manuals, designing orientation programmes, information literacy programmes, book-talks and exhibitions.
- v. Interview skills and resume writing, conducting meetings, organising library events, and how to attend conferences and seminars.

2. Application of soft skills and communication

- i. Role play, case studies and psychometric analyses in class, assignments (individual and group activities)
- ii. Written assignments (reports, minutes of meetings, resume, cover letter, emails, presentation)
- iii. Minimum fifteen (15) activities and five (5) assignments

SELECTED READING LIST:

1. Butterfield, Jeff: Problem solving and decision making: soft skills for a digital workplace. Boston: Mass. Course Technology, 2010.
2. Carnegie, Dale: The art of public speaking. New Delhi: Ocean Paperback, 2013.
3. Carnegie, Dale: How to win friends and influence people. U. K. Vermilion, 2004.
4. Covey, Stephen R.: The 7 habits of highly effective people. New Delhi: Tata McGraw-Hill, 2006.
5. Dobson, Ann: How to communicate at work: making a success of your working relationships. Hong Kong: Grolier International, 1999.
6. Kumar, Suresh: Communication skills and soft skills: an integrated approach. India: Pearson, 2010.
7. Nicholis, Anne: Mastering public speaking: how to prepare and deliver a successful speech or presentation. Hong Kong: Grolier International, 1998.

8. Raman, Meenakshi and Sharma, Sangeeta: Communication skills. New Delhi: Oxford University Press, 2009.
9. Sharma, Robin: The monk who sold his Ferrari. Mumbai: Jaico, 2012.
10. Smith, Captain Bob: Fire up your communication skills: get people to listen, understand, and give you what you want. New Delhi: Viva Books, 2007. -manual-for-librarians-pdf (Original work published 2013).
11. Weisburg, H. K. (2022). The Art of Communication: A Librarian's Guide for Successful Leadership, Collaboration, and Advocacy. United States: ABC-CLIO.