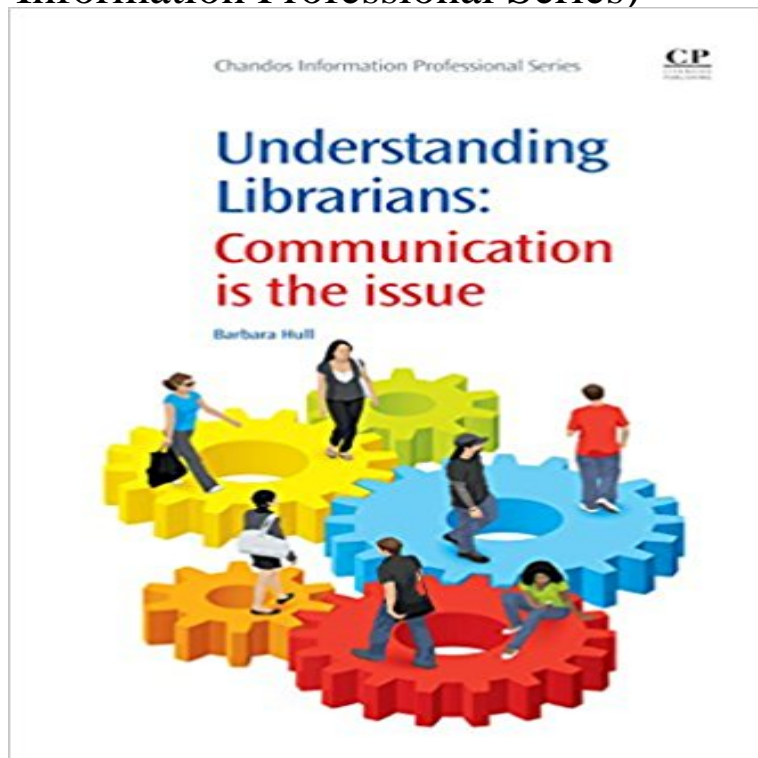


# Understanding Librarians: Communication is the Issue (Chandos Information Professional Series)



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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