



ALLAMA IQBAL LIBRARY

(ISO 9001:2015 CERTIFIED LIBRARY)

University of Kashmir

(NAAC Accredited "A⁺" Grade University)

University Campus Hazratbal Srinagar, Kashmir, J&K-190006

Dr. Fayaz Ahmad Lone

No. F(Memo, LS) AIL-/KU/24/1

Dated: 12/9/2024

Memo

Dear Staff Members,

As we strive to enhance our library's reputation and foster positive relationships with the user community, effective communication is paramount. Your interactions with users are vital in shaping public perception of the library. Soft skills, such as effective communication, empathy, and active listening, are crucial in enhancing the user experience and fostering a welcoming and supportive environment in our library. Please follow these guidelines in letter and spirit while interacting with the user community.

- Active Listening:** Take the time to genuinely listen to our users' needs and concerns. Give your full attention to users, and show that you value their input by acknowledging their questions and providing thoughtful responses.
- Empathy and Understanding:** Approach each interaction with empathy. Understand that our users come from diverse backgrounds and may have different levels of familiarity with library services. A compassionate approach can make a significant difference.
- Effective Communication:** Use clear and concise language, tailoring your explanations to the user's level of understanding. Avoid jargon and be patient in explaining processes or answering questions.
- Problem-Solving:** Work collaboratively with users to find solutions to their questions or queries, helping them find the resources they need.
- Positive Attitude:** Maintain a positive attitude and friendly demeanor. A warm smile and a helpful attitude can greatly enhance a user's experience and make them feel valued.
- Patience:** Be calm and composed, especially when dealing with complex inquiries, challenging situations, or stressful conditions.
- Respect:** Treat all users with dignity and respect. Honor their feelings and match their expectations.

By practicing these soft skills in our daily interactions with the users, we can create a more enjoyable, positive, and productive atmosphere within the library. Our efforts contribute to the overall success, reputation, and positive public perception of the university in general and Allama Iqbal Library in particular.

Thank you for your dedication and commitment to providing excellent service.


LIBRARIAN

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