

Abstract

Introduction and Purpose: Due to the importance of academic libraries in research as well as the increasing and changing needs of users to access timely and useful information, it is necessary to examine the skills, individual characteristics and practice of librarians working in these libraries continuously. The purpose of this study was to determine the relationship between communication skills and individual characteristics of librarians in Kerman universities of medical sciences and Shahid Bahonar and investigating the impact on their practice and job satisfaction.

Methods: This descriptive-analytic study was conducted from October 2018 to March 2019. The research population consisted of 68 librarians working in Libraries of Kerman University of Medical Sciences and Shahid Bahonar University of Kerman. The data collection instruments consisted of four sections: Demographic characteristics, Barton Communication skills standard questionnaire, Standard job satisfaction questionnaire, and Paterson's standard questionnaire. For data analysis the t-test and chi square test were used to determine the relationship between individual characteristics with communication skills, performance and job satisfaction of individual librarians. Data were analyzed by SPSS software version 21 and at the significance level of 0.05.

Results: The results of this study showed a significant relationship between communication skills and performance of librarians, and between communication skills and job satisfaction in librarians. Among the variables of individual characteristics, there was only a significant relationship between degree of education and librarians' performance as well as their job satisfaction.

Conclusion: According to the results, it can be concluded increasing the communication skills results in improving the performance of librarians and their job satisfaction. Furthermore, employing the librarians with higher educational qualifications in academic libraries can help growing and strengthening their communication skills and consequently their job satisfaction as well as their better practice in academic libraries.

Keywords: communication skills, academic librarian, individual characteristics, job satisfaction, performance, Kerman university of medical sciences, Shahid Bahonar university of Kerman