INTERPERSONAL COMMUNICATION RELATIONSHIPS AND LIBRARIES: A SYSTEMATIC LITERATURE REVIEW

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Abstract

This study uses the Systematic Literature Review (SLR) method to explore the relationship between interpersonal communication and libraries, focusing on the role of librarian-user interactions in fostering a comfortable atmosphere and ensuring user satisfaction. Our research shows a positive correlation between effective interpersonal communication and success in the library environment. Our findings underscore the importance of librarians' direct involvement in achieving a high quality library through good interpersonal communication, thereby increasing user satisfaction. This research contributes valuable insights to understanding the dynamics of interpersonal communication within libraries, paving the way to improve communication strategies and enhance user experience.

Keywords: Interpersonal Communication, Library, Systemic Literature Review.

Abstrak

Penelitian ini menggunakan metode Systematic Literature Review (SLR) untuk mengeksplorasi hubungan antara komunikasi interpersonal dan perpustakaan, dengan fokus pada peran interaksi pustakawan-pengguna dalam menumbuhkan suasana yang nyaman dan memastikan kepuasan pengguna. Penelitian kami menunjukkan adanya korelasi positif antara komunikasi interpersonal yang efektif dan kesuksesan di lingkungan perpustakaan. Temuan kami menggarisbawahi pentingnya keterlibatan langsung pustakawan dalam mencapai perpustakaan yang berkualitas tinggi melalui komunikasi interpersonal yang baik, sehingga dapat meningkatkan kepuasan pengguna. Penelitian ini memberikan kontribusi wawasan yang berharga untuk memahami dinamika komunikasi interpersonal di dalam perpustakaan, membuka jalan untuk meningkatkan strategi komunikasi dan meningkatkan pengalaman pengguna.

Kata Kunci: Komunikasi Interpersonal, Perpustakaan, Sistem Kajian Pustaka.

A. INTRODUCTION

A library is an organization that aims to collect different types of library materials and give them to others for use. Therefore, service activities are an important part of library activities. The quality of library services is also greatly influenced by the quality of librarians as executors and their relationship with customers. These relationships depend on the ability to communicate well and effectively with others.[1] The library is not only a place to find and read books, but in library environment involves a lot of interaction with each other among staff or librarians, librarians, and users.[2]

Libraries have long provided a public service that goes beyond providing information. Libraries do not decide for themselves what to provide or do; Instead, they collaborate with others to create their services and practices.[3] Communication is one of the most common activities in libraries. The importance of this activity in the library. Because it can provide support services to users. With communication, librarians can provide services to users and respond to information needs, and as a result, librarians gather using different types of characters and users. For this reason, librarians must be able to communicate so that users get maximum service and meet their information needs.[4]

Those who can communicate effectively with others and the environment they face will lead them toward more advanced self-growth. Conversely, those who are unable to communicate effectively or often have difficulty communicating with others will experience less self-growth.[5] Communication is

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[1] Fitriani Jabbar Et.al., "Librarian Interpersonal Communication In Improving Service Quality At The Syekh Yusuf Library Uin Alauddin Makassar," *Jurnal Diskursus Islam* 9, No. 1 (25 Mei 2021): 62, Https://Doi.Org/10.24252/Jdi.V9i1.18901.

[2] Indah Silvia, Muhamad Bisri Mustofa, Dan Ahmad Basyori, "Proses Komunikasi Interpersonal Dalam Lingkup Perpustakaan Melalui Model Konseling Layanan Pemustaka," *Jurnal El-Pustaka* 02, No. 01 (2021): 35–43, Https://Doi.Org/10.24042/El-Pustaka.V2i1.8769.

[3] Sharon Strover, "Public Libraries And 21 St Century Digital Equity Goals," *Communication Research And Practice* 5, No. 2 (3 April 2019): 188–205, Https://Doi.Org/10.1080/22041451.2019.1601487.

[4] Berti Atika Putri Dan Cindy Dewiyani, "Kemampuan Komunikasi Pustakawan Dalam Layanan Informasi Di Perpustakaan," *Wardah* 22, No. 2 (31 Desember 2021): 65–73, Https://Doi.Org/10.19109/Wardah.V22i2.10827.

[5] Diana Ariswanti Triningtiyas, *Komunikasi Antar Pribadi*, 1 Ed. (Jawa Timur: CV. Ae Media Grafika, 2016), 2.

a way a person can share ideas, feelings, hopes, and impressions with others. Communication not only encourages complete humanity but also produces.[6] According to Ruben and Steward regarding human communication, namely: *human communication is the process through which individuals- in relation. Ships, groups, organizations, and societies, respond to and create messages to adapt to the environment and one another.*[7]

Communication begins with an idea that exists in a person, is transformed into a message, and is transmitted to another person through a specific medium.[8] There are 2 types of communication, interpersonal communication and intrapersonal communication. One type is, interpersonal communication is the communication or delivery of messages and reception of messages to other people or groups with various impacts and with the opportunity to provide an immediate response.[9]

According to DeVito, interpersonal communication is a verbal or nonverbal interaction between two people who have a clear relationship. This can happen in a variety of ways, such as between father and child, doctor and patient, and teacher and student.[10] Interpersonal communication between individuals will give birth to different views.[11] Interpersonal communication serves as a mediator between individuals who meet each other face to face,

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[6] Siti Rahmi, *Komunikasi Interpersonal Dan Hubunganya Dalam Konseling*, 1 Ed. (Aceh: Siyah Kuala University Press, 2021), 2.

[7] Wayan Ngurah Eka Kurniawan, "Pola Komunikasi Interpersonal Antar Pustakawan Dan Pemustaka Dalam Meningkatkan Kualitas Pelayanan Pada Perpustakaan Universitas Hindu Negeri I Gusti Bagus Sugriwa Denpasar," *Praman Jurnal Hasil Penelitian* 3, No. 1 (2023): 11–19, Https://Doi.Org/Org/10.55115/Jp.V3i1.

[8] Madinatul Munawwarah Ridwan Et.al., "Analisis Penerapan Komunikasi Interpersonal Dalam Melayani Pemustaka Di Perpustakaan Uin Alauddin Makassar," *Jurnal Of Education,Psychology And Counseling* 3, No. 1 (2021): 95–106, Https://Doi.Org/10.33487/.

[9] Mustahid, "Pengaruh Komunikasi Interpersonal Pustakawan Layanan Sirkulasi Terhadap Kepuasan Pengunjung Di Perpustakaan Fakultas Agama Islam Universitas Muhammadiyah Jakarta," *Uin Syarif Hidayatullah*, 2020, 2.

[10] Hadyan Aldio Galih Dan Kiki Fauziah, "Komunikasi Interpersonal Pustakawan Bagian Layanan Sirkulasi Perpustakaan Umum Kota Depok," *Paradigma, Jurnal Kajian Budaya* 9, No. 1 (12 April 2019): 30, Https://Doi.Org/10.17510/Paradigma.V9i1.223.

[11] Nanda Elma Fitriani Dan Galih Akbar Prabowo, "Interpersonal Communication In Realizing Religious Moderation In Trenggalek District," *Komunike* 15, No. 1 (29 Juni 2023): 37–56, Https://Doi.Org/10.20414/Jurkom.V15i1.6196.

enabling the process of communication and information transformation. Interpersonal communication functions with openness, empathy, support, positivity, and equality.[12]

Similar research with the Systematic Literature Review (SLR) method on the topic of interpersonal communication has been conducted before. The findings of the study emphasize the interpersonal communication skills of librarians in serving users. Interpersonal communication is carried out by showing empathy, maintaining harmonious relationships so that good communication is built, respecting users by not suspecting their activities in the library, and becoming a confident person.[13]

In addition, theoretically, based on the analysis conducted, evidence was obtained that the interpersonal communication skills of librarians affect user satisfaction significantly. This study can strengthen previous studies by using dimensions and indicators in librarian interpersonal communication using Joseph A. Devito's Interpersonal Communication theory and user satisfaction assessment using Total Quality Service and LibQUAL+TM (method has three dimensions, namely affect of service, information control, and library as place).[14]

Interpersonal communication is a face-to-face interaction between two or more people where the sender can deliver a message directly and the receiver of the message can receive and respond to that message directly. However, in reality, interpersonal communication is often considered a small thing because it is done on a day-to-day basis. Interpersonal communication can determine a

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[12] Paraditha Aisyah Putri, "Komunikasi Interpersonal Pegiat Komunitas Perpustakaan Jalanan Solo Dengan Pengunjung Car Free Day Dalam Membangun Budaya Literasi Di Surakarta," *Universitas Muhammadiyah Surakarta*, 2019, 4.

[13] Ika Krismayani, "Kemampuan Komunikasi Interpersonal Pustakawan (Studi Di Dinas Kearsipan Dan Perpustakaan Provinsi Kepulauan Bangka Belitung)," *Anuva* 1, No. 2 (7 Desember 2017): 133, Https://Doi.Org/10.14710/Anuva.1.2.133-138.

[14] Yuyun Yunawati, Nia Kania Kurniawati, dan Mia Dwianna Widyaningtyas, "Komunikasi Interpersonal Pustakawan Terhadap Kepuasan Pemustaka," *JURNAL KOMUNIKATIO* 9, no. 2 (29 September 2023): 69–79, https://doi.org/10.30997/jk.v9i2.8000.

person's self-image and reputation. Therefore, interpersonal communication is a basic ability that must be possessed by every human being.[15]

Based on a review of articles that have been done, related to Systematic Literature Review in communication in libraries. So that the study aims to find out the communication in the library, namely interpersonal communication relationships, and libraries.

B. RESEARCH METHOD

The method used in this study is a Systematic Literature Review (SLR). Data collected in the form of research that has been published in national journal articles, data collected from electronic databases registered and indexed by Google Scholar, and Taylor and Francis Online. Next, an extraction of all found articles is carried out. Only articles that are relevant and meet the inclusion criteria are included in the analysis phase.[16]

Initial screening involves assessing titles for direct relevance to the research question, followed by a thorough evaluation of abstracts to ensure alignment with study objectives. Matching keywords, considering the credibility of the publication source, and scrutinizing the methodology for compatibility with the review's goals are essential indicators. The date of publication may be a factor, with a preference for recent sources, while the inclusion and exclusion criteria provide clear guidelines for article selection. Peer review status adds a layer of reliability, and analyzing citations and references offers insights into an article's academic influence. The analysis is carried out in several steps. SLR is a way to make a synthesis of an article that aims to answer certain questions

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[15] Kurniawan, "Pola Komunikasi Interpersonal Antar Pustakawan Dan Pemustaka Dalam Meningkatkan Kualitas Pelayanan Pada Perpustakaan Universitas Hindu Negeri I Gusti Bagus Sugriwa Denpasar."

[16] Chelsi Ariati dan Dadang Juandi, "Kemampuan Penalaran Matematis: Systematic Literature Review," *Jurnal Lemma* 8, no. 2 (28 Juni 2022): 61–75, https://doi.org/10.22202/jl.2022.v8i2.5745.

transparently and can be developed based on the articles that have been published by exploring the quality of the article.[17]

First, research results are categorized according to goals, objectives, methods, and scope. Then, an analysis of the results was carried out to identify the significance and differences between the implementation of the independent learning curriculum that had been implemented during the past year. Finally, the analysis concludes with the determination of the research problem.[18]

Step 1 - Ask a Question

This study begins by raising questions. Interpersonal communication is important. For this reason, good interpersonal communication is needed in the library so that users feel comfortable visiting the library. One of the things that can be done is with good communication that a librarian must have. The focus of the question in this study is how interpersonal communication and libraries relate.

The databases used in this study were Google Sholar and Taylor and Francis Online. Google Scholar is a service that allows users to search for subject matter in the form of text in various publication formats. The Google Scholar index includes online journals of scholarly publications.[19] The keywords in this study are "Interpersonal Communication" AND "Library". The source search for this article was conducted on November 9, 2023. Using research journal found as many as 20 articles with a period ranging from 2017-2023.

Step 2 - Critical Evaluation of Studies

After getting 20 articles, then an article evaluation is carried out to be right on target. In a Systematic Literature Review (SLR), the inclusion and exclusion

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[17] Lame, G., Systematic Literature Reviews: An introduction. Proceedings of the International Conference on Engineering Design, ICED, 2019-Augus(AUGUST), (2019): 1633–1642. https://doi.org/10.1017/dsi.2019.169

[18] Nanang Setiawan dan Herminarto Sofyan, "Implementasi kurikulum merdeka belajar di SMK Pusat Keunggulan," *Jurnal Taman Vokasi* 10, no. 1 (2020): 31–37, https://doi.org/10.30738/jtvok.v10i1.12114.

[19] Makmur Makmur Et.al., "Pemanfaatan Google Scholar Dalam Mendukung Persiapan Sistem Pembelajaran E-Learning Di Politeknik Ilmu Pelayaran Makassar," *Jurnal Venus* 6, No. 12 (14 April 2021): 110–29, Https://Doi.Org/10.48192/Vns.V12i06.388.

criteria are pivotal for methodically selecting relevant studies. These criteria typically involve specific guidelines for determining which articles are incorporated (inclusion) and which are excluded from the review. Common inclusion criteria might include factors such as relevance to the research question, publication within a specified time frame, use of particular methodologies, and adherence to certain study designs. Conversely, exclusion criteria may involve considerations like studies conducted outside the desired scope, insufficient methodological quality, or divergence from the primary focus of the review. By applying these criteria rigorously, researchers ensure a systematic and comprehensive review process.[20] The evaluation is based on inclusion and exclusion criteria which can be seen in Table 1.

Inclusion Criteria
Using Indonesian and English Interpersonal Communication Relations and Libraries Not paid
Exclusion Criteria
All interpersonal communication relationships other than with The library Paid

Tabel 1. Inclusion and Exclusion Criteria

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[20] Xiao, Y., & Watson, M. Guidance on Conducting a Systematic Literature Review. Journal of Planning Education and Research, 2019. 39 (1), 93–112. https://doi.org/10.1177/0739456X17723971

Data Analysis and Reporting
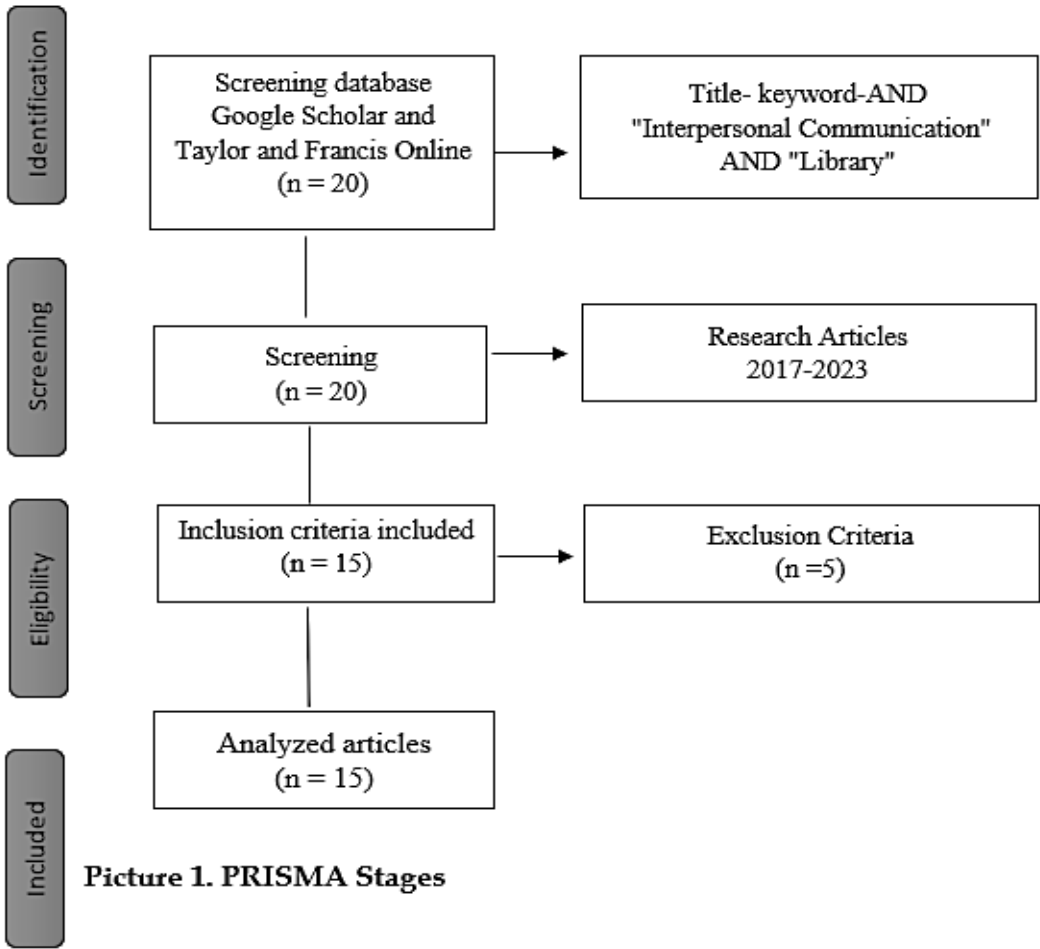
Picture 1. PRISMA Stages

C. RESULTS AND DISCUSSION

Research in interpersonal communication relationships and libraries shows that in library services, communication between librarians and users is unavoidable and occurs quite often. Library public service helps people inside and outside the library communicate scientifically.[21]

Relationship between Interpersonal Communication and Library

Results of the study indicate the relation between Interpersonal Communication and the Library.[22] Librarians still try to be supportive even when

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[21] Kurniawan, "Pola Komunikasi Interpersonal Antar Pustakawan Dan Pemustaka Dalam Meningkatkan Kualitas Pelayanan Pada Perpustakaan Universitas Hindu Negeri I Gusti Bagus Sugriwa Denpasar."

[22] Cut Maulia Agustina,"Kemampuan Komunikasi Interpersonal Pustakawan Dalam Layanan Deposit Di Dinas Perpustakaan Dan Kearsipan Aceh." *Universitas Islam Negeri Ar-Raniry,2022*

they have personal problems. This attitude is intended to create a comfortable atmosphere, which is flexible and helps users through interpersonal communication. From the results of research in trying to improve service and friendliness to all its members, communication skills are a top priority.[23]

Field findings show that Public Library librarians can communicate well with their customers in serving them. However, the findings also suggest that librarians' superior attitudes toward customers remain. As a result, librarians become less proactive and less appreciative of users when serving them. Librarians only serve readers when they need them. If the librarian can welcome the reader well and actively serve the reader in the collection and circulation room, the reader will feel appreciated.[24] Applying as much interpersonal communication as possible to provide good and maximum service to its users, considering that libraries exist to provide information services for users in need, interpersonal communication is needed so that librarians can provide better services to existing users.[25]

Librarians' Interpersonal Communication Skills

As described by DeVito, the analysis of interpersonal communication between librarians and users is associated with ten attitudes: mindfulness; *cultural sensitivity*; other orientation; *openness; immediacy; metacommunication;* and *flexibility.*[26] As part of the principle of openness and support for users to independently upload final assignments, librarians assist and can answer user questions for 24 hours. Librarians use media to facilitate communication between

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[23] Ngurah Eka Kurniawan dan Kadek Agus Wardana, "Komunikasi Interpersonal Pustakawan Dalam Memberikan Pelayanan Kepada Pemustaka Di Universitas Negeri I Gusti Bagus Sugriwa Denpasar," *ANUBHAVA: Jurnal Ilmu Komunikasi Hindu* 1, no. 2 (30 September 2021): 176, https://doi.org/10.25078/anubhava.v1i2.2327.

[24] Galih & Fauziah, "Komunikasi Interpersonal Pustakawan Bagian Layanan Sirkulasi Perpustakaan Umum Kota Depok."

[25] Ridwan et.al., "Analisis Penerapan Komunikasi Interpersonal Dalam Melayani Pemustaka Di Perpustakaan UIN Alauddin Makassar."

[26] Rahima Husna et.al., "Application of Librarian Profession Interpersonal Communication in Influencing Library Existence," *Jurnal ISO: Jurnal Ilmu Sosial, Politik dan Humaniora* 2, no. 1 (28 Juni 2022), https://doi.org/10.53697/iso.v2i1.707.

users, librarians, and administrative staff of the accrual section. Media is an email and WhatsApp that lets you access Shared folders.[27]

The search for information must be accompanied by good service. Librarians must communicate, because communication is essential to service, and the better the communication, the better the service. So human resources who are skilled in communicating are needed to make users comfortable looking for information. A decrease in the quality of services, especially information services, can occur if the librarian's communication is disrupted.[28]

Library Interpersonal Communication Barriers

Conveying one's thoughts or feelings to others is called the process of communication. Communication is usually an important part of an organization's existence, including libraries. It is impossible for the public, especially users, to share knowledge without communication in the library. Therefore, activities cannot be carried out without communication. This shows how important communication is, especially in libraries.[29]

Troubleshooting

Basically, conveying one's thoughts or feelings to others is called the process of communication. Communication is usually an important part of an organization's existence, including libraries. It is impossible for the public, especially users, to share knowledge without communication in the library. Therefore, activities cannot be carried out without communication. This shows how important communication is, especially in libraries.[30]

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[27] Iyut Nurcahyadi, "Efektivitas Komunikasi Pustakawan dengan Pemustaka pada Layanan Unggah Mandiri di UPT Perpustakaan ISI Yogyakarta," *ABDI PUSTAKA: Jurnal Perpustakaan dan Kearsipan* 2, no. 2 (4 Juli 2022): 71–79, https://doi.org/10.24821/jap.v2i2.6981.

[28] Putri dan Dewiyani, "Kemampuan Komunikasi Pustakawan dalam Layanan Informasi di Perpustakaan."

[29] Kurniawan & Wardana, "Komunikasi Interpersonal Pustakawan Dalam Memberikan Pelayanan Kepada Pemustaka Di Universitas Negeri I Gusti Bagus Sugriwa Denpasar."

[30] Husna et.al., "Application of Librarian Profession Interpersonal Communication in Influencing Library Existence."

How Interpersonal Communication and Library Relationship

Based on the results of the analysis, there are differences in research results related to interpersonal communication relationships and libraries. These differences can be grouped based on the way interpersonal communication is applied. **Number of articles in each group**
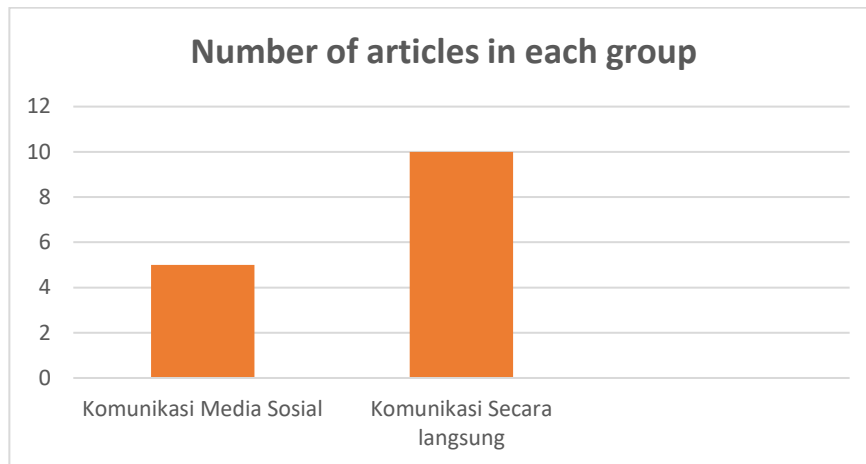
Picture 2. Number of articles for each group based on

Discussion

Most of the articles analyzed apply interpersonal communication strategies directly in their research. Librarians always want to communicate directly and provide the best service. They can visit new users or if they are in doubt about what they need. In borrowing collections, librarians also communicate verbally with users, such as greeting them and asking what information and books to look for. This helps users who are still undecided about how to search collections and helps find collections they have not yet met.[31]

Librarians can easily communicate with each other directly, which is the most effective method of communication. Although there are times when we use media to communicate, direct communication remains the most effective method. The application of interpersonal communication indirectly in libraries

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[31] Marsih, Arif, dan Sarmiati, "Urgensi Komunikasi Interpersonal Pustakawan Terhadap Pelayanan Peminjaman Koleksi Perpustakaan Universitas Andalas."

using social media. The media used are whatsapp and email applications to access shared folders. If there is a problem with self-uploading, librarians and users can communicate privately through the WhatsApp application communication media.[32]

What are the limitations on the Interpersonal Communication Relations and Library research?

Articles are adapted to the research topic, namely Interpersonal Communication Relationships and Libraries. The final result of the article to be analyzed is 15.

Author, Year	Variable	Level	Result
(Mega Aini Ananda Sihombing, et. al, 2023)	Librarian Communication	Librarian Universitas Medan Area (UMA)	Based on the findings of interviews conducted by the authors, fellow librarians face difficulties to overcome vandalism, which hinders the communication process.
(Ridwan et. al, 2021)	Application of interpersonal communication	Librarian UIN Alaudin Makassar	Librarians in providing information for users in need, interpersonal communication is needed so that librarians can provide better services to existing users.
(Gusni Marlina,2021)	Influence of Interpersonal communication	Library SMAN 1 Sijunjung	For now, librarians are a professional profession and should know about the ins and outs of libraries. So it is through communication that

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32 Nurcahyadi, "Efektivitas Komunikasi Pustakawan dengan Pemustaka pada Layanan Unggah Mandiri di UPT Perpustakaan ISI Yogyakarta."

			librarians can change procedures in providing services to library visitors properly and correctly.
(Farid Andriansyah Zakaria,2021)	Influence of self-efficacy and interpersonal communication	30 librarians of State Universities	Self-efficacy and interpersonal communication simultaneously have a positive influence on the professional performance of librarians and are able to have a positive influence on professional service can provide excellent service and gain trust in its users.
Rachmatullaily Tinakartika Rinda,2021)	The influence of self-efficacy through interpersonal communication	103 employees of South Bogor District	Self-Efficacy through Interpersonal Communication has a significant effect on Employee Performance. Therefore, South Bogor District in the application of Self-Efficacy and Interpersonal Communication can improve Employee Performance.
Indah Silvia et. al, 2021)	Interpersonal communication processes within the scope of the library	Librarian	Good and effective interpersonal communication is when the message conveyed can be captured and understood by the

			recipient. In a library, in addition to a place to read books, it is also a place to search for information. Information tracing by library users involves library staff or staff.
Iyut Nur Cahyadi, 2022)	The effectiveness of librarian and user communication	Lirbary ISI Yogyakarta	Realize effective communication based on DeVito, librarians provide assistance and can serve various user questions at any time for 24 hours
(Leni marsih, 2022)	The urgency of librarian interpersonal communication	Library Universitas Andalas	Lack of use of written verbal communication by new students so that understanding of the use of collection lending services is not owned. Second, the comparison of the number of officers in lending services with users faced per day is inadequate
(Muhamad Bisri Mustofa et. al 2020)	The urgency of interpersonal communication	Librarian	By combining the Islamic concept of interpersonal communication with the western concept, psychological and semantic disorders in the communication process are

			reduced. By using the words "Qaulan Sadidan", "Qaulan Maysura", "Qaulan Layyinan", "Qaulan Kariman", "Qaulan Ma'rufa", and "Qaulan Baligha", the librarian's duties will give a better impression to the reader.
(Hadyan Aldio Galih & Kiki Fauziah, 2019)	Interpersonal communication in circulation services	Librarian at Depok City Public Library	The library shows a superior attitude towards users consistently. As a result, librarians become less proactive and less appreciative of readers when serving them; Librarians serve readers only when they really need them.
(Fitriani et. al 2021)	Librarian interpersonal communication	Library of Sheikh Yusuf Uin Alauddin Makassar	The respect, empathy, audible, clarity, and humility shown by librarians towards users is still less prominent and does not have clear standards. Thus, librarians become less proactive in serving users.
(Ika Krismayani,2017)	Interpersonal communication skills	Provincial Library and Archives Office of	Librarians have managed to communicate with readers through empathy, maintain good relationships for good

		Bangka Belitung Islands	communication, reward readers by not suspecting their activities in the library, and become confident people.
(Wayan Ngurah Eka Kurniawan & Kadek Agus Wardana, 2021)	Librarian interpersonal communication	Universitas Negeri I Gusti Bagus Sugriwa Denpasar	Communication skills are essential to fulfill the commitment to improve service and hospitality to all its members. Librarians can realize that help is needed for users who are confused when they first come to the library and do not know how to use the information search facilities available.
(Berti Atika Putri & Cindy Dewiyani, 2021)	Librarian's communication skills	Librarian	K Communication is an important part of a service; The quality of good communication determines the quality of services provided. Therefore, skilled human resources in communication are needed to make users feel comfortable while searching for information. Deterioration in the quality of services, especially information

			services, can occur if librarian communication is disrupted.
(Yuyun Yunawati et. al, 2023)	Interpersonal communication	UPT Perpustakaan Untirta	Practically and managerially for library institutions, especially UPT Library Untirta, it can develop the quality of its librarians by improving the interpersonal communication skills of librarians to improve the quality of service for users.

Table 2. Journal Analysis Results that Meet the Inclusion Criteria

D. CONCLUSION

In conclusion, the study conducted a Systematic Literature Review (SLR) to investigate the relationship between interpersonal communication and libraries. The analysis, based on 20 articles extracted from the Google Scholar database and Taylor and France Online, indicates a positive association between interpersonal communication and the success of libraries. The literature suggests that effective interpersonal communication, particularly between librarians and users, contributes to the creation of a comfortable atmosphere within libraries. The findings emphasize that implementing optimal interpersonal communication practices can lead to improved services and user satisfaction. However, it is important to note the limited scope of the study, which focused on a relatively small number of articles. Future research should consider expanding the scope to include a more extensive range of literature and exploring additional factors that may influence interpersonal communication in library settings. This could provide a more comprehensive understanding of the dynamics involved and contribute to the development of practical recommendations for enhancing communication in libraries.

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Ariati, Chelsi, Dan Dadang Juandi. "Kemampuan Penalaran Matematis: Systematic Literature Review." *Jurnal Lemma* 8, No. 2 (28 Juni 2022): 61–75. Https://Doi.Org/10.22202/Jl.2022.V8i2.5745.

Agustina, Cut Maulia, "Kemampuan Komunikasi Interpersonal Pustakawan Dalam Layanan Deposit Di Dinas Perpustakaan Dan Kearsipan Aceh". *Universitas Islam Negeri Ar-Raniry,2022*

Berti Atika Putri Dan Cindy Dewiyani, "Kemampuan Komunikasi Pustakawan Dalam Layanan Informasi di Perpustakaan," Wardah 22, No. 2 (31 Desember 2021): 65–73, Https://Doi.Org/10.19109/Wardah.V22i2.10827.

Chelsi Ariati dan Dadang Juandi, "Kemampuan Penalaran Matematis: Systematic Literature Review," Jurnal Lemma 8, no. 2 (28 Juni 2022): 61–75, https://doi.org/10.22202/jl.2022.v8i2.5745.

Cut Maulia Agustina,"Kemampuan Komunikasi Interpersonal Pustakawan Dalam Layanan Deposit Di Dinas Perpustakaan Dan Kearsipan Aceh." Universitas Islam Negeri Ar-Raniry,2022

Diana Ariswanti Triningtiyas, Komunikasi Antar Pribadi, 1 Ed. (Jawa Timur: CV. Ae Media Grafika, 2016), 2.

Elma Fitriani, Nanda, Dan Galih Akbar Prabowo. "Interpersonal Communication In Realizing Religious Moderation In Trenggalek District." *Komunike* 15, No. 1 (29 Juni 2023): 37–56. Https://Doi.Org/10.20414/Jurkom.V15i1.6196.

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Fitriani Jabbar Et.al., "Librarian Interpersonal Communication In Improving Service Quality At The Syekh Yusuf Library Uin Alauddin Makassar," Jurnal Diskursus Islam 9, No. 1 (25 Mei 2021): 62, Https://Doi.Org/10.24252/Jdi.V9i1.18901.

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