



# Communicating Professionally: A How-To-Do-It Manual for Librarians, Third Edition

*Catherine Sheldrick Ross, Kirsti Nilsen*

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This updated and expanded version of the training guide *Booklist* called one of the most valuable professional publications to come off the presses in a long time is completely revised with new sections outlining the opportunities offered by contemporary communication media. This third edition incorporates updated and expanded references with more resource information on cross-cultural communication, including new applications of communication principles and the latest research-based material on communication in general. Ross, together with new co-author Nilsen, has maintained and updated sections on

- Mastering individual skills
- Sensitivity to cultural, ethnic, and linguistic issues
- Communicating with current technology using presentation software

Practical tips and skills training exercises, examples of common library situations, interesting research facts, a special section on support staff, and references to other sources are listed throughout this practical guide.



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