

Abstract

This thesis focuses on the problem of issues and barriers in communication channels in the specific environment of the reference services of the National Library of the Czech Republic. The thesis introduces the basic terms and expressions which are further developed and put in context with the topic. The introduction part is therefore dedicated to the topic of communication barriers and reference services. The following part is my own research listing the reference workstations and utilizing the information about the problem provided by the local employees. The information was gathered during monitored interviews, questionnaires and email communication. The final part is an evaluation of the results coming from the gathered data. There are several suggestion on possible improvements included.

Keywords

libraries, reference services, social communication, barriers of communication.