

Abstract

The bachelor thesis deals with barrier problems, which appear in communication between migrant, who could be Russian, Ukrainian or Belarusian, and Czech librarian. The first chapter devoted to theoretical introduction in intercultural communication; describes such terms as culture, national minority, assimilation and others. The second chapter devoted to detailed analysis of barriers (language, psychological), which can influence on communication of both sides. The third chapter focuses to foreigners (their types: migrant, refugee, asylum seeker) and on the types of residence, that migrants can obtain in the Czech Republic. There is also briefly describes the Ukrainians, Russians and Belarusians (reasons for migration, the number of migrants in the Czech Republic and so on.). The fourth chapter is practical and describes how is the situation in the Municipal Library in Prague, as well as research - including their preparation, methodology, process and results - which were analyzed by me in the two branches of this library. Both librarians and migrants took part in this research; and opinions of both groups are presented. . Conclusion devoted to an assessment of the results of research and recommendations how described barriers can be overcome.

Keywords: intercultural communication, migrants, libraries, Municipal Library in Prague, Belarusians, Russians, Ukrainians, barriers