Communication Skills of Library Staff: A Cognitive Study of Turks Using Library Services in Canada

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Throughout the historical ages, migration movements have occurred due to different reasons such as wars, internal disturbances, environmental disasters, economic depressions, technological developments, and education. Efficient integration of individuals into society as a result of migration depends on the development of a multicultural perspective. Libraries are among the leading institutions today in terms of recognizing different cultures. Libraries serve everyone in society without any discrimination. In multicultural societies, immigrants can quickly and easily access all kinds of information they need from cultural libraries and information centers so that they can adapt to their new places and get equal service in cultural and social fields. For instance Canada, which is an example of a multicultural society, people who have been in the country were interviewed in the study aiming to evaluate the communication skills of staff working in library services. The data obtained with the semi-structured interview technique were subjected to thematic analysis. As a result of the analysis, a total of seven sub-themes were determined with two themes, 'Library Services' and 'Communication Skills'.
Keywords: Multiculturalism; Library; Library staff; Canada; Communication skills; Cultural integration.

INTRODUCTION

Throughout history, there have been interactions between different cultures for many reasons such as migration, trade, war, education, and are still happening today. Developing and diversifying transportation and communication technologies have brought people and cultures together more. Today, a completely homogeneous society is no longer left in the 'global village' in McLuhan's words and most societies have a multicultural structure. With the technological developments and globalization in the history of humanity in the last two hundred years, the borders on the world disappeared and the interaction necessity of individuals from different cultures increased (Unalan, 2020, p. 2698).

Societies have begun to evolve into a heterogeneous structure over time and with the benefit of this structure, different languages, religions, and cultural groups have started to live together even within the same society. The rate of international migration increases every year, causing an increase in the number of people with complex identities. Globalization, increasing migration, faster communication, ease of transportation increase cultural diversity in many countries or increase the already existing multicultural structure (IFLA Multicultural Library Manifesto, 2009, p. 745).

In multicultural societies where people from different cultures come together, it is crucial to what the differences are in the communication behaviour of these people and how the communication process works. For the reason that in daily life, socialization and communication which is the basic way for socializing are inevitable and necessary for all individuals. Communication serves to facilitate social life by conveying and guiding norms and values to contribute to the continuity of the social system (Baran, 1997, p. 56). Socialization is the process of transferring social values to individuals and in this process, basic library resources such as books, journals, newspapers, and databases are important tools. In this respect, it can be said that the library that provides these socialization tools is also a social communication institution.

The role that communicative skills play in society today has radically changed. Communication in harmony with diversity has become very important and the ability of different people who do not know each other to interact with each other has gained importance (Gumperz, 1982, p. 4). According to Gudykunst and Kim (1984, p. 14), intercultural communication is an interactive and symbolic process that involves attributing meaning between people belonging to different

cultures. It can be said that the basic condition of being a multicultural society is to try to understand each other and the way to do this is through communication.

Intercultural communication is also important for public services such as librarianship. Because differences in communication styles of individuals from different cultures may prevent the messages from being understood correctly (Zhang, 2006, p. 174). Libraries are places where people can obtain all kinds of information from their own culture or country through information technology and with the support of the library. Libraries, which have a significant contribution to the educational, cultural, intellectual development of the individual, lifelong learning and personal development and socialization and improve societies in the long term are among the institutions that facilitate intercultural communication, sharing and harmony through their multilingual, adequate equipment suitable for the multicultural structure, materials, environments and facilities. Individual's knowledge and skills need to be continuously improved via the library and their existing knowledge has to be developed every day. Libraries and librarians are responsible for guiding, providing information, and educating the public. In the IFLA (International Federation of Library Associations and Institutions) Multicultural Library Manifesto (2009) it is emphasized that all types of libraries should reflect their cultural and linguistic diversity to their services at an international, national and local levels, and work to strengthen intercultural communication and active citizenship.

Libraries, which are acculturation institutions, can be beneficial for immigrants and foreigners in many ways so that cultural integration can be faster and painless. Libraries, which are cultural institutions and various information centers are important places of opportunity for immigrants to adapt to their new environments, socialize and share their ideas faster. Libraries that serve the whole community without discrimination can contribute to social cohesion. In this process, library staff who are in a key position in terms of reflecting cultural awareness to the community and ensuring group communication can help the harmonious continuity of the multicultural structure (Demir, 2016, p. 110). Few studies in Turkey about library services (Yılmaz, 2013, p. 8; Oguz and Kurbanoglu, 2013, p.12; Demir, 2017, p. 2) indicate that libraries that have problems such as lack of budget, personnel, resources, equipment, and technology cannot provide adequate service to multicultural groups with different specific requirements. The study aims to evaluate the communication skills of the staff working in library services in the context of multiculturalism in terms of its effect on the library

institution and cultural integration. It is aimed that the results of the study in which the opinions of people who have been in a multicultural country for a while will be a source and contribute to studies on this subject.

Multiculturality and Cultural Integration

The primary condition for an individual to feel belonging to a community is cultural adoption. Culture is an accumulation and carried over from parents to their children and their children. Culture is not static but variable; it can be changed by being affected by social changes over time. In other words, culture is not innate, it includes behaviour patterns learned later.

Tomlinson (1999, p. 18) defines culture as "a life order in which people try to construct meaning through symbolic representation practices". When culture is defined as a transfer of meaning through symbols, the concept of communication that enables interaction and transfer of meaning between different people and cultures comes into play. In Edward T. Hall's words, culture is communication and communication is culture (Hall, 1980, p. 191). In this respect, culture is very important in communication between layers of society. With this communication and interaction, the level of interaction between cultures also changes.

Migration, which can be defined as the long-term or permanent change of the place where people lived due to many reasons such as political, economic, social, geographic, religion (Abadan-Unat, 2006, p. 8) brings with it an integration problem in terms of either individual or group immigrants or the newly immigrated homeland. It is of great importance for the immigrants to be integrated into society so that they can continue their daily life without any problems. Integration is a dual process that takes place as a result of the interactions between immigrants and the host community (Öztürk, 2011, p. 24). According to Yalçın (2002, p. 3), linking different cultural elements as a whole is called cultural integration. Akçadağ (2011, p. 17) draws attention to the role of local people as much as immigrants in the cultural integration process and that all institutions of the society should be involved in this process. As a result of the integration process, the acculturation process of the individual settled in the new country is realized. Acculturation refers to the cultural changes that both sides have experienced as a result of the encounters of culturally different societies in social spaces and environments (Berry, 2007, p. 376). It is possible to transfer culture between countries and people. At this point, cultural harmony and the desire of cultures to live together come to the fore.

When a historical analysis is made by looking at the reflection of the cultural adaptation process in education and public policies in multiracial and multi-ethnic societies in the world, the period when the issue of integration emerged can be taken back to the colonial period. The spread of colonialism led people from different cultures to change places, encounter each other and after a while inevitably experience long-term coexistence (Bayter, 2018, p. 50). Efficient integration of individuals into society as a result of migration depends on the development of a multicultural perspective. The concept of multiculturalism from Kymlicka's (1988, p. 12) perspective is the coexistence of multiple cultures in the same country. In this sense, as it is possible to come across many examples in history, the vast majority of states are currently multicultural.

Although multiculturalism was first used as a concept in Switzerland in 1957, it became widespread after it is used in Canada at the end of the 1960s and this concept quickly spread and was used in other western countries (Sengstock, 2009, p. 239). It is used today for government policies that promote cultural diversity (Doytcheva, 2009, p. 15). The fact that it has a determining power especially in the political sense makes the phenomenon of multiculturalism more valuable in sociological terms. The fact that many countries around the world produce policies towards becoming a multicultural society shows that it is not possible to return from a multicultural order. Awareness and internalization of the issue of multiculturalism is a process that requires the responsibility of all individuals, institutions, and organizations in the state and society layers. In this process, the elements such as education, reading habits, language, socialization, and communication that contribute to the development of a society that includes more than one culture and language are components that need to be carefully considered (Yılmaz & Demir, 2019, p. 919).

In multicultural societies, immigrants should be able to quickly access all kinds of information they need so that they get used to and adapt to their new places both citizens of that country and immigrants feel more comfortable and that they belong to that society and to receive equal service in cultural and social areas. In this respect, libraries as information centers and the activities carried out to make libraries a part of daily life are very important. Because libraries can serve as education, learning, cultural, and information centers to immigrants in multicultural societies. They help immigrants to adapt faster to the culture of the new country they are foreign to and to better understand the lifestyle of the foreign country and their past accumulation. Libraries make sure that all library services are freely

available for everyone to instill respect other cultural values. Multiculturalism is a key concept for this study, which aims to understand what skills and characteristics will be sought in library services and library staff in multicultural environments.

Canada's Understanding of Multiculturality

Canada, which declared its independence by disuniting from England on 1 July 1867 has a federal structure consisting of 10 states and 3 regions. The origins of the country's population come from many different countries, although the British and French were the first to settle in the country. Canada has a very cosmopolitan society today with immigrants which it gained after its establishment with the immigration policies that it has implemented and continued to implement over time. This community structure brings about a social structure that has experienced and got used to multiculturalism in particular. Canada has been the first country in the world to adopt multiculturalism policies (Özensel, 2012, p. 57). With the Multicultural Act, Canada declared that it offers full and equitable sharing of relations between people of all backgrounds and societies of different origins in its society. Within the framework of the "Heritage Cultures and Languages Program", the procurement of all kinds of materials and teachers' fees are covered by the state to disseminate, develop and teach the artistic productions of cultures other than the British and French. Every year June 27 is celebrated as "Canadian Multiculturalism Day" in Canada where a decision to establish a Ministry of Multiculturalism was taken in 1996 (Anık, 2012, p. 140).

Canada's official initiation of multiculturalism began with the speech of Prime Minister Pierre Trudeau in the House of Commons in 1971. In this speech, Trudeau stated that the policy of multiculturalism aims to destroy cultural jealousy and separatist attitudes (Forbes, 2007, p. 27). Charter of Rights and Freedoms, issued during the reign of Prime Minister Trudeau reflects the basic characteristics that Canada has adopted regarding multiculturalism. According to this law, immigrants are supported in learning languages in Canada and at the same time, each group is also helped to develop their culture and become part of Canadian society (Mahtani, 2004, p. 2).

Everyone has the right to equality, participation and recognition, regardless of whether they are immigrants or resident citizens in Canada. By equality it was emphasized that each individual has the right to equality; by participation, each individual can enjoy and sustain their own culture; by recognition, individuals can acknowledge and sustain their language and culture (Wardhaugh, 1983, p. 202).

Canada is one of the best examples of what a multicultural society should be like. For example, 82% of Canadians agreed that Canada's multiculturality is one of the best things about this country (Soroka & Roberton, 2010). And also in Rafter (2018) research which asked respondents what is Canada's most positive contribution to the world, multiculturalism was the most common answer. However, the multiculturalism policy has become an advertising element for Canada's image in the world. Such marketing techniques have been very effective in helping the citizens of the world live in Canada and Canada today is subject to intense immigration activities. An average of 70 thousand refugees and immigrants come to Canada each year and more than 100 different cultural associations operate in Toronto alone (Özensel, 2013, p. 10).

In the multicultural structure of the country, providing citizenship education to immigrants is important in terms of contributing to multiculturalism. Within the scope of citizenship education, the main objective is to make citizens sensitive to cultural diversity (Kurum, 2019, p. 680). Individuals who are aware of the benefits of citizenship education and obtaining accurate information will be able to adapt more quickly to the culture of the countries they migrate to. All institutions and organizations have great duties here. Libraries, which are information centers are also among these institutions.

Library Services in Canada

One of the best examples of multiculturalism in the world, not only in library services but in many contexts, is the Canadian example probably because it is a geography where the concept is most questioned and grounded. Free access to publications in many languages is available at the National Library of Canada (Kim, 2004, p. 19). Since the 1970's it has been obligatory for the librarians in Canada to be trained at the graduate level (Laurent, 1982, p. 169). This points to the importance given to expertise and vocational training in the field.

The Canadian Library Association took the following decisions regarding Canadian Libraries and their users in 2008 and in IFLA / UNESCO Multicultural Library Manifesto the association stated its point of view as follows (2009, p. 748): "All people in Canada will be provided with the right to access library and information services, out of respect for them as individuals. Libraries in Canada endeavour to provide services of the kind that affirm the diversity of the people they serve, regardless of one's origin, beliefs, race, age, physical or mental abilities, or personal assets and property". In this regard, the decision that if a library serves

300 or more minority populations, the number of materials per capita of that population should be calculated equally and fairly (Godin, 1994, p. 30).

All libraries in Canada play an important role in education, learning, culture, and social participation. "Among the services of these libraries are language programs, cooperation with authors, databases in foreign languages, exhibitions on world languages, socialization programs, etc. is located" (Demir, 2017, p. 333). Individual and group assistance is provided to citizens living in the country not only in terms of the dominant English or French languages but also in many world languages. There are around 22,000 public libraries in Canada, and many of these libraries provide services to users with a multicultural and multilingual understanding (Külcü et al., 2017, p. 7). For example, The Toronto Public Library has print and electronic materials in approximately 120 languages. Based on the government level or in collaboration with other institutions and organizations, the library has developed several programs that support Toronto's multicultural population. In this program, there are different activities such as 'English as a Second Language Citizenship Cases', 'English Conversation Circles'; 'Storytimes' organized in various languages like English, French, Chinese, Bengali, Russian, Polish, Urdu and Tamil (Demir, 2016, p. 114). The Toronto Public Library also offers access to newspapers and magazines in nearly 85 languages around the world to connect newcomers with their home countries through News Connect a web portal (The Public Library Service Guideline, 2004).

At the Calgary Public Library, Canada, immigrants are assisted with food, clothing and permanent housing. In Windsor Public Library the personnel of the library especially give place to those who speak Arabic and Persian for communication with refugee and immigrant children and there are practices such as story clock in two languages for children (Witteveen, 2015, p. 9). According to the results of the study of Gupta et al. (2021), Asian immigrants in Canada see libraries as welcoming places that instill a sense of belonging by helping them develop lifelong learning skills.

Communication of the Library Staff

The library system aims to engage in activities that enable people to access and use the information or information resources they need (Yılmaz, 2006, p. 8). Communication processes such as giving and receiving information, interactions between people and texts, interactions between librarians and users are always taking place in libraries. The nature of the library is communicative, and its main

purpose can only be achieved through communication (Çetintaş, 2018, p. 266). As a social institution, the library was formed with the political, ideological, and value structures of the society and gained the ability to respond to the needs of the society (Einasto, 2015, p. 247). Libraries are institutions that can offer all kinds of information and sources of information in a way that appeals to everyone, every age group, and thus constitute an important element of social communication. Today's information age requires continuous and interactive management of information between individuals and organizations. Libraries are the best institutions to do this.

Communication skills have become more important than ever for all individuals and groups in society, but this need is much greater for the staff of libraries that are information transfer centers. This is because libraries, by contributing to the realization of the social communication process, meet the information needs of individuals on the one hand, and play an important role in the realization of social communication on the other hand. For libraries, communication needs to be two-way communication that allows mutual information sharing. Since the library's introduction to and recognition of its users can only be achieved through communication, the library should listen to all its users to understand what their users think of the library services and communicate with the users using methods that they can understand (Holt, 2007, p. 121). Effective communication burdens everyone in the organization, but this burden is necessary for the library to achieve its goals (Budd & Velasquez, 2014, p. 395). The need for more effort in communicating with individuals from different cultures may arise.

It is everyone's right, without any discrimination, to benefit from libraries and information centers, which are indisputably important in the educational and cultural development of individuals. As the world has reached a structure that accommodates more and more different cultures, it is seen that in almost every society, library users are increasingly coming from different cultures. Overall (2009, p. 175), he argues, one of the most prominent problems in 21'st century library and information services is: the growth of the population with diverse cultural backgrounds many of whom have little library experience. As library users, libraries have important responsibilities in meeting the social, linguistic and academic needs of communities from these different cultures.

Library staff is active intermediaries between users and resources. Multicultural library staff should reflect the cultural and linguistic characteristics of the community to ensure cultural awareness, reflect the community the library

serves and promote communication (Bayter, 2018, p. 56). To eliminate communication barriers, librarians need to be aware of different cultures and their impact on communication. Shome and Hegde (2002) point out that people may perceive differences as a problem in the absence of knowledge about cultural diversity. According to IFLA's Public Library Service Guidelines (2004) especially public library staff; having knowledge and awareness of cultural diversity as well as the ability to communicate positively with people is of great importance.

Librarianship is a service-oriented profession aiming at user satisfaction. Providing this service faster and healthier depends on effective communication between the user the librarian and the library's material content. Effective communication skills are essential for efficient library services and user satisfaction (Aliu ve Eneh, 2011, p. 3). Information center professionals are expected to have a range of skills and competencies that will help them do their jobs more effectively (Fraser-Arnott, 2017). A Study of Gerolimos, Malliari, and Iakovidis (2015) on job postings shows that effective communication skills are one of the key qualifications sought in those working in the field of librarianship. A Study of Farooq Ullah, Iqbal and Hussain (2016) also revealed that management and communication skills are essential qualities for those working in university libraries. According to research results covering 13 countries including Turkey, establishing good communication among the personal skills of librarians ranks the first (Saunders et al., 2013). A Study of Drivas, Sakas, and Giannakopoulos (2016) showed that a positive communication and interaction between library managers and personnel also   has a positive effect on users. Administrators and library staff should be in constant communication and cooperation in order to improve service quality and more importantly to ensure user satisfaction. It is extremely important, especially for librarians who communicate directly with users, to have effective communication skills (Kakirman Yıldız, 2012, p. 150). In short, positive communication between staff and users is essential for efficient librarianship services as well as internal communication among library staff.

METHODOLOGY

No any research has been conducted on the information-seeking behaviours of Turkish immigrants who go to the libraries in Canada. So this study aims to understand as a minatory the thoughts of Turks as a minority group on the use of libraries in Canada.

In this study, the thematic analysis technique will be used. The thematic analysis is a widely used method for analyzing oral interviews and is a qualitative method used to identify, analyze and report patterns or themes within a data (Braun & Clarke, 2006, p. 79). Thematic analysis contributes to a deeper and broader understanding of the research topic (Marks & Yardley 2004). A theme is a phrase or sentence that defines what data is about and what it means (Saldana, 2009, p. 139). The first step in the thematic analysis is to read the interviews carefully to understand the content. The second stage of thematic analysis involves the first coding. Searching for themes is the next step. The fourth stage, which includes the review of the themes, aims to examine and eliminate the first themes. In the last stage, a consensus is reached on frequently repeated themes.

In the example of Canada, which is a multicultural country the data were collected by semi-structured interview technique in this study which aimed at understanding the communication skills of the staff working in libraries with information centers with users from different cultures. Although the interview which is a data collection technique through verbal communication (Karasar, 2005, p. 3) is mostly done face-to-face it can now be done over the internet as well as by phone. By using the interview technique, it is possible to understand the behaviours and the reasons in the context of people's actions more holistically (Seidman, 1991, p. 4). In the semi-structured interview, the interviewer has the freedom to ask both pre-prepared questions and additional questions to get more detailed information, adhering to the predetermined topic or areas (Yıldırım & Şimşek, 2011, p. 4).

In qualitative research, in order to ensure the reliability of the data obtained using interview methods, at least two people from the field must listen to and read the data independently (Kvale, 1996, p. 27). From this point of view, thematic analysis was carried out by two researchers one of which was independent and the coding process was done separately by the researchers to determine the themes in each interview, and then they were compared and agreed. The statements evaluated under different headings by the researchers were re-examined and an agreed decision was made. There is an 85% confidence rate among the coders, which is acceptable according to Wimmer and Dominick (2006).

The participants were reached on the Instagram page named 'kanadataturkler (Turks in Canada)'. The research population consists of 1,862 people following the site. The related page contains the lives and experiences of Turks living in different provinces of Canada. The number of Canadian immigrants born in Turkey is 26,715 and according to the results of the 2016 Census, 63,955

Turks live in the country. For study, the followers were asked if they had lived in Canada for a while and returned to Turkey and used/benefited from library services while they were in Canada and 9 people made a return. The purpose of the research was explained to the people and prepared 10 questions were sent to them via e-mail. 5 people who accepted the invitation were interviewed. For this reason, 5 Turkish citizens in Canada constitute the study sample. A face-to-face interview was conducted with 3 of the participants and a video call was made via the internet with 2 of the participants. Informed consent was conducted verbally at the beginning of the interviews. Online interviews were conducted via zoom and video recording was made with the verbal approval of the participant. Two different researchers conducted face-to-face interviews with volunteer participants residing in 2 different cities (Istanbul and Izmir) and with the verbal approval of the participants, the interview was conducted with audio recording. Face-to-face interviews were held between May 01 to 07, 2019 and the other 2 meetings were held on 8 May and 10 May 2019. With the permission of the participants, the interviews have been recorded and erased after transcription in terms of confidentiality efforts. Interviews range between 25-30 minutes. Names of the participants were kept confidential using initials.

Table 1

Demographic Characteristics of the Participants

	Gender	Age	Duration	Reason	Type of Interview
Participant 1 (Mr. E)	Male	35	5 years	Education	Online
Participant 2 (Mr. A)	Male	36	6 years	Education	Online
Participant 3 (Mrs. G)	Female	38	8 years	Marriage	Face-to-face
Participant 4 (Mr. Y)	Male	41	4 years	Business	Face-to-face
Participant 5 (Mrs. S)	Female	37	3 years	Education	Face-to-face

Snowball sampling was used as a purposive sampling method in the study. This technique was used to increase participation by asking individuals to share the study with potential participants. Purposeful sampling is useful in the discovery and explanation of facts and events in many cases and allows for in-depth study of situations that are thought to have rich information (Yıldırım and Şimşek, 2011, p.

107). Patton (1990, p. 169) states that in determining the sample chosen purposefully, choosing the people who will provide more information about the subject being studied is the main goal and it can be flexible about the number. Because the main purpose is not to generalize the information obtained from the studied sample to the population represented by the sample but to generalize it to people who are similar to the people studied or have the same characteristics. In the study, purposeful snowball sampling was chosen, and people who could be a source of information regarding the problem of the study were reached. Snowball sampling is formed by reaching other interviewees in the research area through the resource person and, like a snowball, the sample grows as it progresses (Kümbetoğlu, 2005, p. 98).

RESULTS

In the Canadian example; 5 Turkish citizens, 3 females and 2 males were interviewed in the study aiming to reveal the role of libraries and librarians in the faster integration of foreigners living in the country into Canada's lifestyle and culture.

Among the followers of the site, Canada also has information centers (library, archive, museum, etc.) to benefit from library information services) many users say that they never thought of leaving. Many of the users have not used the library during their time in Canada and have not thought much about the role of cultural differences in obtaining information. In one way, library professionals may also have an impact on the emergence of this negative situation. Turkish immigrants in Canada need to be motivated more to use the library and various information centers.

Participants lived in Canada for varying periods between 2010 and 2018. Participants' length of stay in Canada varies between 3 and 8 years and 3 people have been in the country for graduate education, 1 person for work, and 1 person for marriage. Participants were asked primarily demographic questions including age and educational status.

Three of the interviewees came to Canada for graduate education and completed their master's or doctoral studies in computer engineering, energy engineering, and biology in this country. Stating that they do not have great difficulty in adapting to the lifestyle in Canada, Mr. E. said, "In general, there is a structure that respects the rights of minorities in the country. It was an important issue that minorities in Canada exchange information in full compliance with

institutionalized structures and with equal participation. I have never felt like a foreigner in terms of language" and added that there were some difficult periods during her education, where she solved the difficulties, she faced with the support of the Canadians she worked with. Stating that she had some cultural incompatibilities with her husband's family, Mrs. S. stated with these words, "Since my husband can speak Turkish very well and knows Turkish culture, he has always supported me psychologically." that she did not have much trouble in cultural adaptation. She also stated that the most important factor facilitating the cultural adaptation is the support of her husband, who knows Turkish culture. The importance of language in cultural integration has been voiced by both Mr. E. and Mrs. G.

Three participants, especially in the country for educational purposes, stated that there are many libraries in their regions and that they frequently visited almost all of them. The number of information centers stated to be benefited by the interviewees is 14, especially the North York Central Library, Surrey Central Library, Toronto Public Library and Vancouver Public Library. Participants also stated that the libraries they went to were very close to their homes.

Mr. E. explains services provided in libraries in Canada with these words: "When you go to any library and become a member, you could actually become a member of the entire system. If you could not find a resource in a library, you could get resources from other libraries in a short time. They used the online system to get the e-book to me even from my home." He explains with his words. Mr. A. also states that there are many public libraries in many districts and towns, and services such as membership and use of the library and bringing materials are provided free of charge. While Mr. Y. explained the library environment as "In Canada, information centers are not only seen as a four-wall space. There, life goes alive and libraries work 24/7." Mrs. S. provides information about services for children as "There was a children's library in Hamilton. When we took my ex-husband's nephews to this library, which has an entrance through a shopping mall, the children spent hours in the library. We used to do our shopping at that time. In this library, children's cinema service was also provided."

Participants comparing the information centers in Turkey and Canada state the most important differences as all libraries in Canada operate 7/24 and the sources are easily accessible outside the library building to all users. For example, Mr. Y. said, "It was quite a positive service type that every library in Canada was available 24/7. Unfortunately, no libraries are available 7/24, except for a few

university libraries in Turkey" whereas Mrs. S. said, "I was very impressed by their establishment of special libraries for children and for tolerance that even homeless people do not lag behind information services." Mr. E. gives information about other services as, "For me, the best service was to be able to request material from my home and that they send it to my email address. Sending materials online or by email is not a service I have come across in Turkey. They even provide translation services for all kinds of material available in libraries in languages other than English or French."

The interviewees stated that the approach of the staff was positive and supportive regarding the communication of the staff in the information centers with them. For example, Mr. A. explained this as "Librarians were very helpful". "A personnel member spoke to me more slowly when he realized that I was a foreigner. They never break eye contact." Regarding the communication skills of the staff of information centers, Mr. Y. said, "I think it is necessary to have good communication skills in this field to carry out the services provided in a healthier manner. In Canada to support cultural diversity in libraries, librarians receive education with a lifelong learning approach." Whereas Mrs. G. said, "Persuasion and communication skills are very important because understanding how others think and act helps us communicate with them more effectively." Mrs. S. stated that sensitivity to difference facilitated communication while Mr. A. draws attention to the importance of having some personnel who can easily communicate with different individuals. Participants' views on the attitudes of library staff towards different groups and the contribution of libraries to the cultural integration of these groups are stated by Mr. A. as "Libraries are used as a kind of meeting place for members of the multicultural community to come together. Communication with both librarians and members of other communities can be ensured, thus creating a friendly environment". "There are personnel in libraries in Canada who can assist cultural minority communities and contribute to their lifestyles. They are also very interested." Mrs. S. looking at the situation in terms of library staff says "Working in multicultural settings is not easy. Communicating effectively with linguistically and culturally diverse people is more of a challenge for librarians who take responsibility to facilitate equal access to information for all. To achieve this, there is a need to be open to communication with different cultures as well as understanding the value of cultural diversity."

The data obtained from the interviews held within the scope of the study were subjected to thematic analysis. In the analysis, similar items in the expressions

were grouped and themed in line with the group. The frequency of use of the expressions frequently used by the participants during the interviews was examined and similar items in the expressions were grouped and themed in line with the group. In the study where the interviews were analyzed by two different researchers, two themes, "Librarianship Services" and "Communication Skills" and a total of 7 sub-themes were agreed upon. In the table, the sub-themes agreed on and the frequency of use by the participants is given. The sub-theme most emphasized by the interviewees in the context of librarianship services is "support for different groups", and the most mentioned sub-theme in terms of communication skills is "different culture tolerance." The emphasis under both themes is that the library staff acts with an understanding that attaches importance to respect for multiculturalism.

Table 2

Frequency of the Themes

Theme	Sub-theme	Frequency
Library Services	Support for different groups	13
	7/24 service	10
	A place not limited to just a building	8
	Meeting place	5
Communication Skills	Tolerance to different cultures	11
	Persuasion and good communication	9
	Altruism	6

DISCUSSION

Multiculturalism is a policy that combats exclusion and stigmatization practices that prevent minority groups from exercising their rights or getting a fair share of resources (Kymlicka, 2012, p. 515). Access to information is one of these rights. In terms of support for different groups, which stands out as one of the sub-themes as a result of the analysis, libraries have to first know their target audiences with the most accurate and broad information in order to increase their service quality and satisfy their users. This is very important in that the library staff can support people and groups with different needs according to their needs. For example, in order for a citizen with visual and walking disabilities to be able to use the library services continuously, online and/or physically, information professionals should take all measures and help. As another example, the administration of the information center will use the information centers for the first time per the

information needs of minority groups of citizens guides, language translation notes, etc. it is useful for them to have the tools ready. In order for minority groups to use information centers more, all kinds of motivation and preliminary preparation processes should be followed regularly. Citizens who are positively guided by librarians can be expected to have a happier and more efficient information culture. In today's world where information has become more important than it has ever been, the way librarians, as information professionals, can explain to society how important their profession is for society, is to understand the needs of different groups. The study of Er (2018, p. 263) on supporting the use of libraries by different groups can also be examined. "In this context, the participants of the health, sexuality, safety, communication, accommodation, entertainment and leisure, finance, socializing, travel and transportation, agenda, education, politics, military, and law respectively, information about the everyday lives of nutrition examined. Information/communication resources/channels through which they get the information they need; friends and have been identified as foreigners/foreigners in libraries, bookstores, newspapers, meetings, search engines, social media, and non-governmental organizations". In addition, it was determined that the participants used the most research libraries of the library types and that they did not have an organic connection with public libraries and daily life information needs. In addition, participants' sexual orientation and gender identity, as well as the reluctance of the other party providing the information, biases, are unable to access to information and demand information access/process and/or public/library when using the services to relevant institutions we identified confronted with obstacles like they can't reach.

Madhusudhan (2008, p.5) states that the future of libraries depends on the quality of their services, their effectiveness and the satisfaction they create for their users. By conducting 24/7 services in libraries, the understanding of the library that does not sleep and the university campus that does not sleep can be improved. An ordinary visitor to the library at any time of the day can be both surprised and delighted to see the magnitude of the number of library users, even at night. the university and public libraries, which work 24/7 have books of all kinds, antique articles, maps, postcards and the largest collections of newspapers and magazines in the country and are constantly available. The fact that the country's libraries work 24/7 and 365 days a day can also attract thousands of night researchers from that country into the intellectual world.

Libraries, which are academic and cultural institutions should serve their users, who are their most important stakeholders with an emphasis on continuity and independence. They are also a place that is not limited to just one building and a meeting place. In some cases, it also embodies a different homogeneous structure in which people can meet and socialize, even going as far as marital relations. In libraries, it is necessary to have appropriate internal equipment elements and a physical environment for users and staff to work tirelessly, efficiently and willingly. Therefore, it is also very important to take into account the ergonomic conditions during the spatial organization of library buildings.

The multiculturalism aims to accept the existence of individuals or communities with different cultural identities in the same society, to create a climate of coexistence and to ensure that they benefit from all opportunities equally. It can be said that the basic condition of being a multicultural society is to try to understand each other. It is also important to see differences as the richness and to emphasize tolerance. The participants of the study also stated that in terms of maintaining and developing multiculturalism, the library staff's tolerance towards different cultures is a communication skill that needs to be developed. In fact, this sub-theme and the 'support for different groups' sub-theme are closely related. In order to understand and meet the needs of different groups, there is a need to be open to communication with people from different cultures.

Communication is central to who we are as human beings and is the way we exchange information. Communication is not only a fundamental element in the conduct of interpersonal relations, but the sustainability of the structure between different states and societies, which is the result of living in communities, depends on effective communication (Doğan, 2020, p. 205). In this respect, communication is also a fundamental element for tolerance towards individuals from different cultures.

When it is considered as the audience that is served, the satisfaction of the users and their use of the library are important data. While libraries are trying to keep active users in the library during the service design and implementation phase, they also aim to make potential users who have not met or used the library until that time become active users. In the new library understanding, libraries have become places where users are in communication, group conversations and discussions, not quiet spaces as in the traditional understanding. While the libraries offer this service, starting from the understanding of lifelong learning and also undertake missions such as socialization, intercultural communication, supporting

education and learning, information literacy skills (Güneş, 2020, p. 79). In order to make libraries a part of people's daily lives, there is a need to transform them into a meeting place where people feel at home by freeing them from the library's image of a building full of books. This depends on the characteristics of the library staff, who can be considered as the owner of the place, as well as the characteristics of the place. Gill (2004, p. 112) lists "effective communication with users, understanding user needs and being open to cooperation" among the important skills that library staff should have. The findings of the study also highlight these skills and these skills are also repeated in the sub-themes expressed by the participants of the study.

CONCLUSION

Libraries can provide access to a wider world of resources that cannot be obtained by individual effort. Libraries can exist in the information society as long as they can respond to new service areas needed in the society as well as their traditional services. Multiculturalism which continues to increase with the effect of globalization is one of these new service areas. Libraries which are the main source of information for people from different cultures who come together in different countries for various reasons especially for education are also a place where different cultures meet. This new function of libraries brings along new job descriptions for librarians. Those living in multicultural societies, libraries and librarians will learn to live together more easily if they fulfill their duties in accordance with the principles of multicultural librarianship. In a situation that is quite personal and complex, librarians who are subject declare involvement in the information search process.

Librarians can contribute to the development of both social communication and the library institution by communicating with the users they serve and the community they serve. In multicultural settings, librarians should treat users from different cultures within the principles of tolerance, equality and justice, and develop communication skills that will ensure the continuation of cultural diversity. Multicultural information services are at an advanced level in the public libraries of Canada. Librarians support immigrants residing in Canada to meet their information needs in libraries, churches, mosques, community centers and various employment agencies. Immigrants who need information in a more academic sense receive support from librarians about where they can access the information they want.

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In this study which aims to show the role and importance of libraries which are the information centers of today and the future in the example of Canada which is a multicultural society, 5 people who lived in Canada and benefited from different libraries were interviewed. The interviews were subjected to thematic analysis. The analysis of the interviews revealed two themes: library services and communication skills. When the sub-themes of both themes are examined, it is observed that the importance of accepting the differences and supporting different groups in terms of both service and communication is emphasized. This result supports researches (Aliu & Eneh, 2011, p.6; Farooq et al., 2016, p.4; Gerolimos et al., 2015, p.10; Saunders et al., 2013, p.9) pointing to the importance of effective communication skills in multicultural settings for library staff.

One of the limitations of the study is its sample. It is not possible to generalize since Canada was chosen as the country and that people who could be reached with a purposeful snowball sample were interviewed. Due to the language limitations of the researchers, only Turkish participants were included in the study. Although this poses a significant obstacle, the study will also provide data for studies on the views of different ethnic or cultural groups on libraries.

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