Effects of Being Unresponsive and the other Barriers to Achieve a Strong Relation between the Librarians and Users from an Islamic Point of View

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Abstract: Purpose: The purpose of this paper is to discuss about obligation to professional responsibility in libraries, and also about the snags to set a deep relation between librarians and library users from an Islamic view. Design/methodology/approach: This study introduces the barriers and places emphasis on obligation to duties and responsibilities into give complete services to users. This purpose became certain by studying some relevant verses of the Holy Quran and Hadiths of Prophet Mohammed and also Imam sayings. Findings: The paper demonstrates that as a librarian, we have to bound by our responsibilities; and also try to omit ourselves from negative features, to give complete services to the library users, that is submitted by Islamic teachings. The discussed subject has prevalent value in library and information sciences with emphasis on Islamic aspect. Research limitations/implications: Islamic sources are too spread, thus this study might be incomplete. Practical implications: The newly developed Islamic codes of library and information ethics and its proposed implementation methods can be utilized by organizations for their benefits. This study also can help librarians-the Muslims, in particular- to give the library users better services. Originality/value: The study is the first to address the issue of obligation to responsibilities and Islam for library and information professionals.

Key words: Ethics, Islam, obligation, Library and Information Sciences, Professional Ethics.

INTRODUCTION

We are bound by Islamic rules and hence is obliged to follow the instruction as prescribed in the Quran and Hadiths, because, as Muslims, we believe that Islam is supposed to be a complete way into a blissful life. Islam is the religion based upon the surrender to God (Allah). The very name of the religion, Al-Islam in Arabic, means submission and peace, for it is in submitting to God's will that human beings gain peace in their lives in this world and in the hereafter (Al-A'ali, 2008). Islam is considered to be a comprehensive religion and its ethical system its ethical system is considered to be one of the major ethical systems. The importance of establishing an ethical system in the field of library and information sciences, especially at our present time which is witnessing an ever increasing ethical problem has gained attention from the professionals in the field of library and information sciences. Many specialized organizations have prepared code of ethics to be compiled with by members of those organizations. This is what the associations of library and information sciences have done in accordance with rules, systems and ethical manifestos.

It is good to note that the issue of ethics in relation to library and information sciences was totally disregarded by Islamic countries. But, directing Muslim public opinions to the ethical aspects of some very important and crucial issues from the perspective of the Islamic Sharia, especially in professional fields, can be one of the objectives of this paper.

Ethics encourage individuals to think through their attitudes and beliefs and thus be able to decide in advance whether their opinions are appropriate or not, and once this is decided, individuals should then be prepared to accept full responsibility for the actions (Langford, 1995). Library and information can be defined as a category of professional ethics, similar to computer ethics, medical, legal, teaching and accounting ethics. Libraries are some of the social places that people can find their needed information and use the classified knowledge there. The librarians are usually face to face with the user, and it can take a short or long time, thus learning ethical behavior to set relations with the library users and obligation to their duties by librarians, are crucial for them, because, if not, they won't be trustee and the library services won't be complete.

Islam does not talk about librarian's ethics in particular, but there are many instructions about social and professional ethics; therefore, in this study, we used what Islam says about ethics in obligation to responsibility and in the other hand, bad traits as professional traits, that Islam blamed them.

2. The Exigency Of Obligation To The Responsibilities:

Professional responsibilities, ethical obligations, social bounds … Obligation to the responsibilities are one of the basic conditions of the social life. We have to observe the rules and what is undertaken by us to grow up
ourselves and our society; because, it compels the human being to observe whole ethical rules and prevents from negligence and carelessness.

The Islam Sharia exhorts the human being to this important feature, and introduces that, as one of Allah’s properties:

"Who is more constant than Allah to his words?" (Al-Toba, Ayah, 111).

Also, it is one of wise's features:

"They are just wise people who take the example, the people who remain faithful on their promises” (Al-Ra'd, Ayah, 19, 20).

2.1. There Are 3 Types Of Pacts Or Promises:

1. The promises between God and the human being
2. The promises between the human and himself
3. The promises between the human being and the society.

We want to talk about number 3 because it relates to our present discuss. The number 3, can named also "the promises between the human being" that it has an important role to secure the society from harms and defeats. Ignoring this basic rule results to scattering, lack of confidence and ends to decline the civilizations. As members of the library and information sciences, we have to bind by codified and un-codified lows and rules, named "professional ethics". These rules make our promises to our collogues, users, main organization, and the other. Imagine, if a librarian doesn't behave equally to all users, the promise is broken.

About the exigency of obligation to responsibilities, the Holy Quran says: “keep your promises” (Al-Ma'ede, Aya, 1).

2.2. The Keep Promises Indicators:

1. Truthfulness: The person, who is not truthful, is not deserved to be counted on. The Holy Quran says: "remember Ismaiel, because he was truthful and trustee prophet" (Al-Maryam, Aya, 54). We can see that truthfulness is before than the mission and it shows that we have to be honest and then we will deserve to accepting responsibility. Imam Al-Sadiq said: "Allah did not appoint any prophet unless due to their truthfulness and confidence to good and bad people" (Al-Koleyni, V. 2, P. 104).

2. Stand on what you say: The honest people are the ones who have a same action as per their sayings and their shows their truthfulness.

3. Avoid from tricks: It is clear that a tricker does not obligate to his responsibility. Imam Al –Ali said: Trick is one of an ignoble person’s features. (Al-Amadi, V. 2, P. 235). Surrounding by promises and rules is one of the futures of a religious society. It can be one of the positive factors to attract the users and others to the library. On contrary, breaking promises will negatively affect the users.

3. Barriers To An Active Relation In Library:

There are some factors which have negative effects on relations between librarians and users that we will discuss about.

3.1. A Direct Connection In Dialogue:
In general, one of the advantages of question and answer method and vote talking which are seen frequently in Holy Quran will reject the one way dialogue and encourage to making peaceful environment.

3.2: Orderly Dialogue:
An effective connection needs to be respectful for both parties.

3.3: The Self Show Off:
It makes the relation hard in connection because the user feels that the librarian assume himself higher that the person who is standing in front of him. The self-praise comes from the proud which is derived from non-recognition of his own, so, the Holy Quran says: "do not be self-praise, because it is known who is pietism" (Al-Najm, Ayah, 32).

3.4: Argument:
It is an important barrier in oral connection which is prohibited in Islam. This is also due to a self-praise and self show off. Since, Imam Al-Sadiq says :"It is from your humility to leave argument, even if you are right" (Al-Koleyni, V. 2, P. 122).

3.5: Negative Questioning:
Questioning as a social skill can be utilized as:
A: to gain information
B: evaluate the knowledge level of the replier
C: recognize the problems of the other person
D: to know the emotions and point of view
E: encourage to an active discussion
F: criticism and punishment

These are the positive usage of question, but there would be a misuse of question, which is denied in Islamic thoughts:
A: question about the topics which has no benefit
B: question about the topics which are nonbeings
C: search in other personal affairs
D: a question to ridicule

These are some example of the questions which makes unhappy the relation.

4. Negative Characters Of Librarians:

There are some negative characters in librarians which makes the relation unhappy with users. Below, some are pointed out:

A: Ill-Nature:
The prophet Mohamed said that Allah makes the blasphemy stronger by ill-nature. If the librarian's behavior is not satisfactory, he will not succeed to provide services to users. Imam Al-Ali said: "Ill-nature leaves the man alone and obviations the friendship with the other people"(Al-Amadi, P. 564). So, if the librarian as a scientist is immoral and irascible, he won't connect with his library users and his library gradually will become isolated.

B: Envy:
This is one of unbecoming natures among the human being which blinds his sick like a sickness. Imam Al-Ali said: "The envy is an immedicable illness"(Al-Amadi, P. 1378). If the librarian is envious, he can never work with colleagues in peace. He also can't focus on his responsibilities, and these factors result to fall behind to give services to his library users.

The Prophet Mohammed said: "The envious has four indications: to backbite, to flatter, ..., and to become happy of the other's troubles" (Al-Harrani, P. 22).

C: Treason:
Treason is one of the ill sorted behaviors. In Islam, it is one of the most blamed characters and in library science; it is familiar that treason is a crime in valid knowledge. As prophet Mohammed said: "in science, be clear with each other, because treason in science is worst that treason in property" (Al-Majlesi, V. 2/68/17).

D: Negligence:
Simplicity and ignorance of library profession is one of the blamed factors in professional ethics. For instance, exigency of managers and warning could be seen in library.

Conclusion:
In Islam, it is believed by Muslims to adhere to the Islamic ethics derived from Quran, Hadiths and Imam Sayings. In current paper, it is showed how the bad features can effect on the level of presenting library services. We discussed about obligation to professional responsibility in libraries, and also about the snags to set a deep relation between librarians and library users from an Islamic point of view.

The study findings clearly demonstrate the complete riches of Islam in ethics and we have to use this guidance to improve the professional ethics in our services. The paper shows that the Muslim librarian should be honest and truthful. They have to oblige by their professional responsibilities, and also they should not to be ill-natured, jealous, traitor, negligent.

This paper hopes for being the first step for the next studies, because the Islamic sources of ethics are very extend.

REFERENCES


