

## **ABSTRACT**

*Doing a communication to library users is a skill that needs to be mastered and understood by librarian. Open Library Telkom University is a library owned by Telkom University as the best private university in Indonesia and has the most book collection compared to other private universities in LLDIKTI region IV. And then librarians at Open Library Telkom University have won a few of outstanding librarian competition. In library service, one of important aspect is the communication, it's an important role as a means between library users and librarian to share an information. Working as a librarian who is responsible for providing access in the library, providing information and always communicating with the library users should be mastered skills in interpersonal communication. The purpose of this research is to know the implementation of interpersonal communication of librarian in serving library users at Open Library Telkom University and also know the communication barriers experienced by librarians and library users during the service. The author uses descriptive qualitative methods through interviewed the respondence, observation and documentation as data collection techniques. Based on the results of the research that the authors did, interpersonal communication of librarian in Open Library Telkom University is effective on its application. All aspects of characteristics interpersonal communication those are openness, empathy, supportiveness, positiveness and equality are implemented well by the librarian in the Open Library Telkom University. The interpersonal communication barriers experienced by librarians and library users are physical, semantic, and psychological barriers.*

**Keyword:** *Interpersonal Communication, Librarian, Library Service, Open Library Telkom University*