Crises in Libraries: Management and Mitigation

FRIDAY SEPTEMBER 14, 2018
SESSION 6 - 10:00 - 10:45
ROOM 322
Lindsey Reno has served as the Acquisitions Librarian and Liaison to the School of the Arts at the University of New Orleans since 2012. Previously, she has held positions at Occidental College in Los Angeles and the Massachusetts College of Art and Design in Boston. She earned her M.S. in Library and Information Science from Simmons College in 2003. Her research interests include the shifting paradigms of acquisitions and collection development and the emotional aspects of academic librarianship. Lindsey’s previous works include articles and book chapters in these areas. She was the recipient of a Literati Award in 2018 for her co-authored book chapter “Into the Weeds: Emotions and Deselection in the Library” from *Emotions in the Library Workplace*. 
Introductions: Panelists

Sheila Prevost

Sheila Prevost is the Public Services Administrative Assistant working directly for the Deputy Director/Assistant City Librarian and has worked for the New Orleans Public Library since 2008. She has worked as an interim assistant to the Executive Director/City Librarian, as a library manager, and in public services. Ms. Prevost has been a member of the NOPL’s Security Committee since 2012 and was instrumental in revising the Library’s Customer Code of Conduct. Ms. Prevost also recently coordinated the Library’s new Emergency Preparedness Manual and oversaw a poster session on *Narcan and Libraries* at the Louisiana Library Association Conference. She has worked with the New Orleans Health Department, New Orleans EMS and Homeland Security to coordinate trainings and partnerships between the library and these organizations. Ms. Prevost is currently a member of the Louisiana Library Association and the American Library Association. She attained a BA in History from the University of New Orleans.
Lora Amsberryaugier is the Associate Dean of Library and Information Services of the Earl K. Long Library at the University of New Orleans where she has been a faculty member since 2001. She began her career at the Library as the Head of Government Documents followed by increasing responsibility over the Library’s technology and other leadership positions. She completed her MLS at Indiana University and her undergraduate studies at the University of Nebraska – Lincoln. Her research areas include government information, technology in libraries, altmetrics, and the organization and evolution of libraries. She has served on multiple state and national committees including GODORT (ALA and LLA) and LLAMA, and has served as chair on several. Her most recent appointment is co-Chair of the LLAMA Technical Services and Systems Committee. Lora is an advocate for homeless animals and will gladly help you select your next furry friend in her role as a volunteer for the LASPCA. In fact, she and her husband have selected a good number for themselves and live with five happy, energetic dogs.
Megan Lowe is the Director of the Library at the University of Louisiana at Monroe where she has worked since 2003. She is the editor of the peer-reviewed, open-access journal *Codex: The Journal of the Louisiana Chapter of the ACRL*. Her research areas include emotional intelligence, emotions in the workplace (including the library workplace), workplace issues (including workplace civility and bullying), deselection, and crises. Megan enjoys travel, music (especially heavy metal, rock’n’roll, and synthwave), memes, and video games. She also, obviously, enjoys reading, but nowadays she’s reading research materials :P

She co-authored a book chapter with Ms. Reno, Mike Matthews (Northeastern), and Mike Sartori (formerly of McNeese) entitled “The LOUIS Consortium and Catastrophe” from the book *Handbook of Research on Academic Library Partnerships and Collaborations* (IGI Global). She also co-authored the book *Examining the Emotional Dimensions of Academic Librarianship* with Ms. Reno.
Q for the Panelists

What is the most significant and/or recent crisis or crises that you’ve faced at your library?
Q for the Panelists

How did you handle that crisis? Were you prepared for it (e.g., there were policies/procedures in place to address such a situation)?
Q for the Panelists

Did anything change in your library following the crisis (e.g., existing policies were modified or new policies were created; personnel received special training)?
Q for the Panelists

Knowing what you know now, how would you respond differently to the crisis?
Q for the Audience

What kind of crises have you encountered in your libraries? Were you prepared for them? Or did they take you off guard?
Q for the Audience

Did anything change in your library after the crisis? If so, what changed? Policies, procedures, daily operations, etc.?
Emergency Preparedness Cycle, Version 1

Taken from the U.S. Army Corps of Engineers, Portland District (OR)
Emergency Preparedness Cycle, Version 2

Taken from Coastal Virginia Real Estate Team – Re/Max
Crisis Management Solutions

Crisis management: listening, observation & conversation

Proactive Listening  ID potential problems  Proactive resolution  change  Crisis planning  engage  Assessment/Engagement

Taken from “Crisis Management in the Digital Age” from Contemporary PR Issues
Borrowed from the webcomic *Questionable Content* by Jeph Jacques, issue 3814, “A Gentle Hand”

*Sometimes all we can do is listen*, but that is very important, too. Sometimes the crises we encounter are people-level crises – someone is having a really bad day or they can’t locate a resource they desperately need.

While those two scenarios are not technically the equivalent of Hurricane Katrina or a large-scale personnel layoff or an active shooter situation, those two scenarios can feel like hurricanes and catastrophes to the people involved. *It is important to be patient and compassionate.*

But listening can also help us learn, anticipate problems, consider solutions, and plan better for the future.
Resources


Emergency Management (Preservation), Library of Congress: https://www.loc.gov/preservation/emergprep/

THANK YOU FOR COMING AND PARTICIPATING!