

# From Crisis To Creation

Re-inventing Normal  
for the Libraries we  
Deserve



**GALILEO Annual Conference 2021**


# Hello!

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# Getting Back to Normal









# Endings lead to new beginnings

- What, exactly do we hope to “go back” to?
- Are all of those things positive?
- Are all of those things still relevant?







“In the middle of difficulty lies  
opportunity”

Albert Einstein



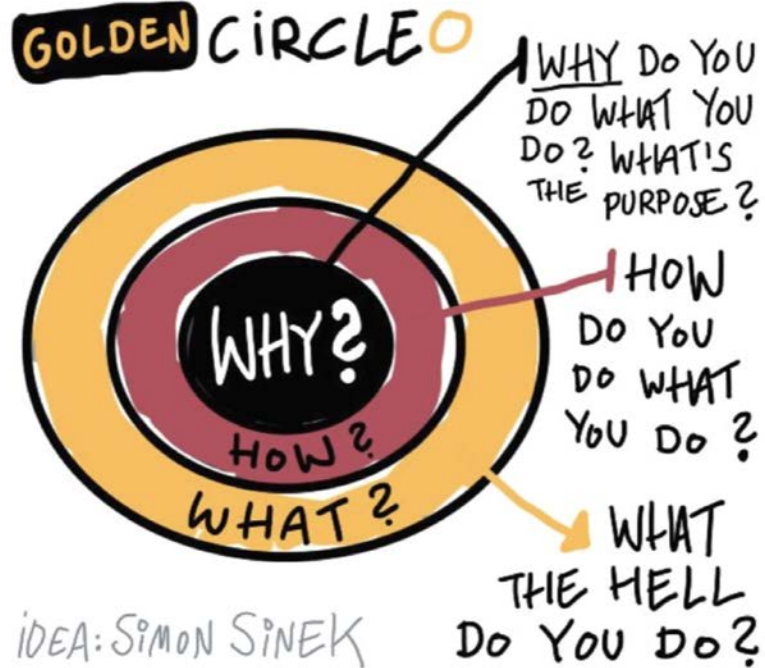


# Re-Center Around our Values

- Core values of librarianship
- Organizational values
- Community values



# Return to WHY







# What has Changed?





# Changes in Libraries 2020 – 2021

Every change presents  
opportunities...

.... even if those opportunities  
are not immediately obvious.





# Physical vs Digital Resources

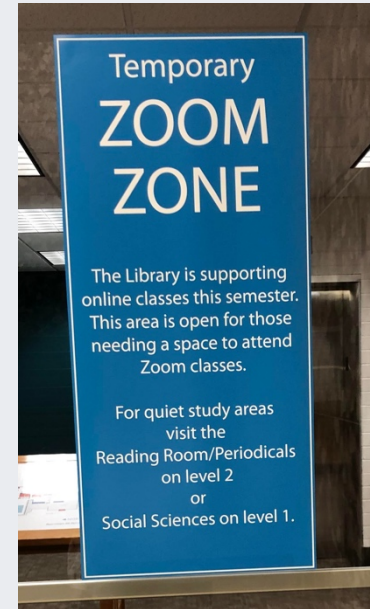
- Shift in relative importance
- Finding a new balance
- Changes in collections management and access strategies





# Relationship with Physical Spaces

- New appreciation as essential community space
- Not all activities need to be in the library's physical spaces
- New uses for spaces
- Need for new assessment tools





# Flexible Working Environments

- Where and how does work get done?
- How do we make flexibility equitable?
- What new management and assessment models are needed?







# Changes in Community Needs

- We do not live in a 2019 world
- Everyone's needs have changed
- What new needs are emerging in your community?



What can you do  
today that you  
couldn't do a year  
ago?





# What Might we Keep?







# Library Fines?

## OPPORTUNITY

- Reassess purpose and effectiveness
- Address budgeting concerns
- Focus on equity of access





# Remote Programming

## OPPORTUNITY

- Long-term benefit to Community
- Open up access
- Workplace flexibility







# Remote Services

## OPPORTUNITY

- Library's identity within community
- Equity of access
- Creating a felxible work environment





# Digital Resources

## OPPORTUNITY

- Reassess relative importance
- New, improved ways to incorporate into services
- Advocacy for better models

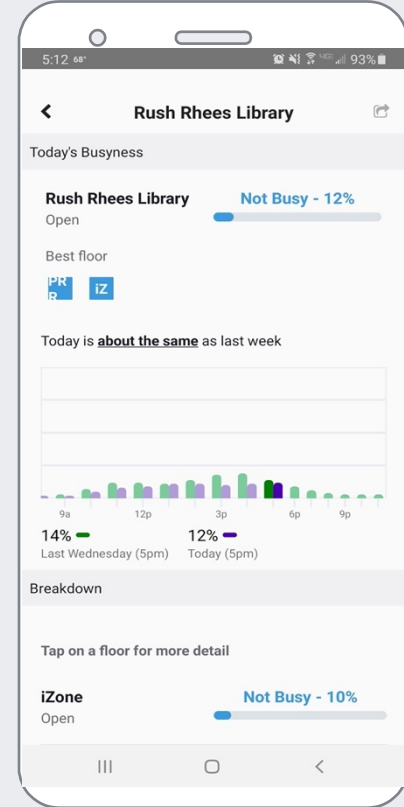




# Self-Service Options

**OPPORTUNITY**

- Reassess staffing models
- Address budget concerns
- Meet a wider range of changing community needs





## Curbside services

### OPPORTUNITY

- Meet emerging patron expectations
- Visibly demonstrate library responsiveness
- Boost accessibility



Recognizing  
opportunities helps us

Grow







# Emily's Predictions



1.

# Trauma





# Impacts of Staff Trauma

Return to onsite work

Re-entry challenges

Multiple stressors

New anxieties

Many changes!





# Impacts of Patron Trauma

It's not over yet

Intersectional experiences

Safety concerns

Conflict management

New needs and expectations





# Trauma-Informed Approach

## 6 GUIDING PRINCIPLES TO A TRAUMA-INFORMED APPROACH



(National Center for Trauma Informed Care. 2018)



# Support

## How to Support Someone Who Has Experienced Trauma



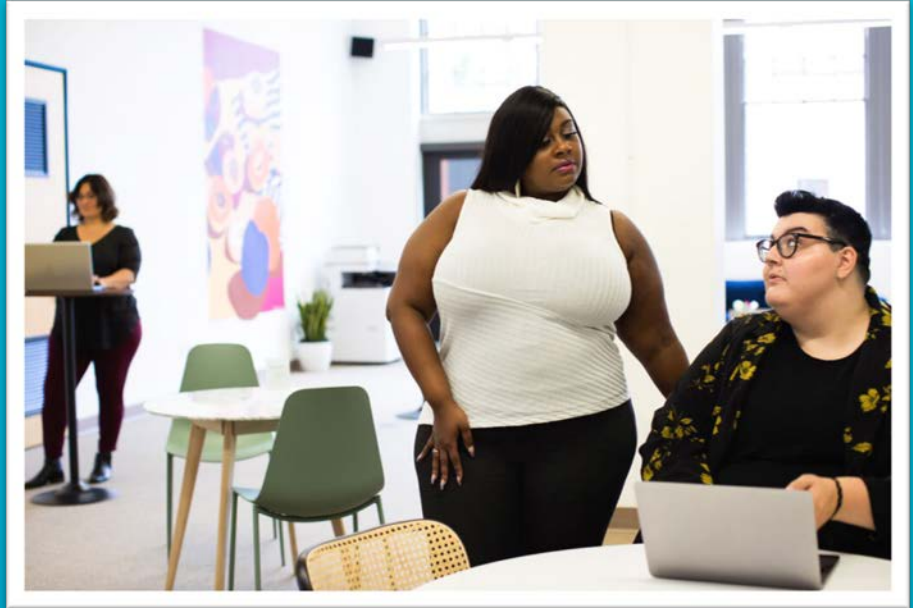
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2.

# Turnover





# Staffing Changes

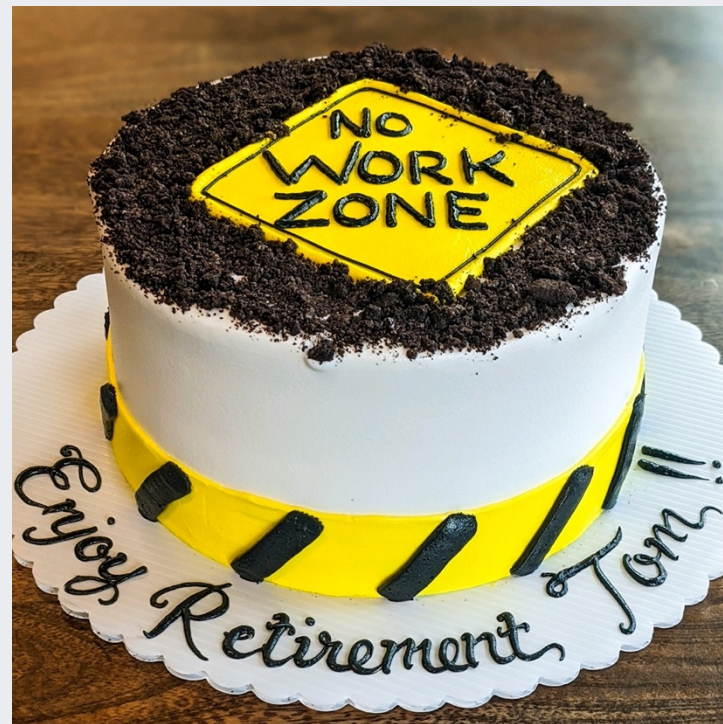
Restructuring

Intentional change

Align with your new WHY

Reassess positions, roles,  
duties

Opportunity!





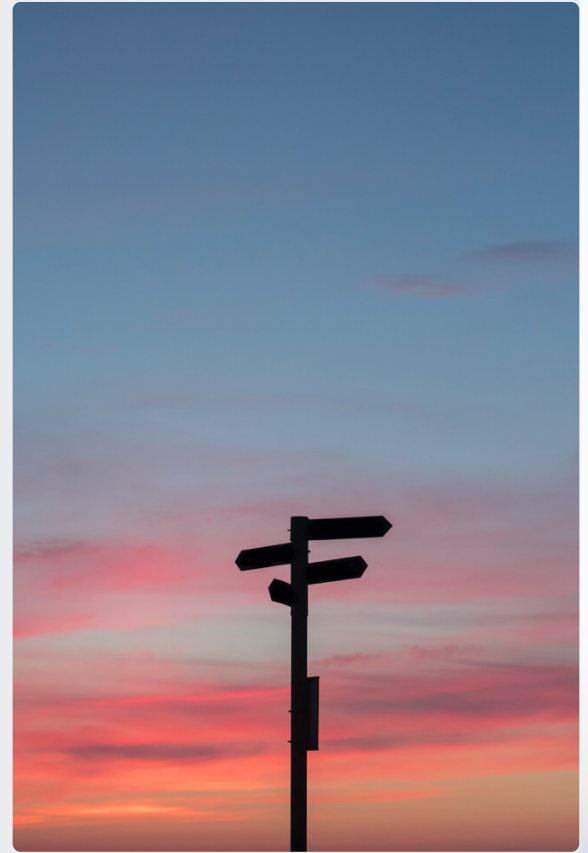
# Change Management

Help one another!

Communication

Feedback loops

Proactive and reactive  
measures?



### 3. Community Expectations





## What they really need...

...vs what they may ask for

Changes still happening

Watching for signs and trends

How to position ourselves to  
fill future needs







# Confronting our Assumptions

Are “right” answers still right?

Are we asking the right questions?

How can we adapt to systemic changes?



4.

## Threats to Funding





# Funding challenges

Pre-existing defecits

Uncertain times for non-profit  
revenues

Challenges for Colleges and  
Universities

Contentious environment around  
public funding





# Strategic Foundations

Visibility

Value

Advocacy

Political action

Partnerships







BT

ONE YEAR  
AGO TODAY  
YOU WERE  
WORRIED ABOUT  
LOTS OF STUFF  
THAT YOU NOW  
CAN'T REMEMBER


NOTES TO STRANGERS



# Thanks!

**Emily Clasper**

She/Her

You can find me at @eclasper 

**Slides available at:**

**<https://www.slideshare.net/eclasper1/presentations>**

