

by Charlotte Price 2 years ago

#critlib chat: emotional labor

Story of the #critlib chat from 5/2/2016 on emotional labor, moderated by @lettersfromvani. For more information about #critlib, including past & future chats, see <http://critlib.org>


[Borrowing from [@oksveta](#)'s disclaimer: I attempted to include all of the relevant tweets from the chat and put them together. Retweets, favorites, & tweets without the hashtag are omitted on purpose. Misreadings and all other mistakes are all my own.]

Readings

Wingfield, Adia Harvey. "[How 'Service With a Smile' Takes a Toll on Women.](#)" The Atlantic 26 Jan. 2016. (*Trigger warning: specific descriptions of workplace racism and misogyny*)


Accardi, Maria. "[Emotional Labor and Library Instruction.](#)" *Librarian Burnout*. April 23, 2015.


Introductions



vani
@lettersfromvani


#critlib conversation begins now! let's get started with introductions.


 2 YEARS AGO



vani
@lettersfromvani


hi #critlib! vani here. i'm a librarian at barnard college in nyc.

 2 YEARS AGO



vani
@lettersfromvani

also #critlib, so excited to see people joining the conversation! pls feel free to join whenever you can

 2 YEARS AGO



Charlotte E. Price
@PoorCharlotte


Hi #critlib! Charlotte, academic librarian tuning in from NYC!

 2 YEARS AGO



Violet Fox
@violetbfox

Hi #critlib, I'm an academic library cataloger in Minnesota. You can find all readings & questions for today at critlib.org/emotional-labo...

 2 YEARS AGO



Paige Morgan
@paigecmorgan

Hello, #critlib! I'm Paige, & I'm a digital humanities librarian at the University of Miami.

 2 YEARS AGO



Jenna Freedman
@zinelib

Another @barnlib-brarian here! #critlib

 2 YEARS AGO



Sofia Leung
@sofiayleung

Hi #critlib! Academic librarian in Lawrence, KS.

 2 YEARS AGO



Nimisha Bhat
@mishiebhat

Hey #critlib! I'm a cataloger and instruction lib in Ohio - very excited for today's discussion.

 2 YEARS AGO



Andrew Preater
@preater

Hello #critlib... I'm Andrew, working in higher ed in the UK and mainly going to listen and learn today.

 2 YEARS AGO



Netanel Ganin
@OpOnions

hey #CritLib - I'm Netanel a cataloger in Boston, tryna keep an eye on some cataloging while an eye watches here too

 2 YEARS AGO



prof. zoh
@zoh_zoh

ahoy #critlib -- I'm Zoe (Zoh-ee), she/her/hers, a community college librarian from Tacoma, Washington (near Seattle).

 2 YEARS AGO



Nicky Ag@te
@terrainsvagues


Hi #critlib! I'm Nicky, project manager for digital initiatives (inc. disciplinary repository) at the MLA in NYC.

 2 YEARS AGO



Amanda Watson
@amndw2

Hi #critlib! I'm Amanda, academic librarian in New York (and multitasking right now, so I may just lurk in this conversation).

 2 YEARS AGO



MetadataCataloger
@MetadataCatalog

Hi #critlib - academic librarian from Michigan

 2 YEARS AGO



Jennifer
@gonesquirrelly

Looking forward to this! Lurking from an academic setting #critlib!

 2 YEARS AGO



Becky Yoose

@yo_bj

Hi [#critlib](#) - Public librarian from the Land of Coffee and Grunge who will be lurking today.


 2 YEARS AGO



Adam Mizelle

@adammizelle

Hello [#critlib](#)! Adam -Philly area academic librarian. Looking forward to this.

 2 YEARS AGO



Amanda M Meeks

AcornElectric

Hello [#critlib](#)! Amanda, research and instruction librarian in Atlanta, GA

 2 YEARS AGO



Ryan P. Randall

@foureyedsoul

Hi [#critlib](#)! I'm Ryan, an instruction & outreach lib at a comm. coll. of about 18,500 students in Boise area. Also might have to lurk today.

 2 YEARS AGO



ifrank

@ifrank

[#critlib](#) Hi! An academic librarian here in Tampa. Looking forward to hearing about emotional labor ideas!

 2 YEARS AGO



Dianne

@diannelibrarian

Hi [#critlib](#)! Dianne, Social Sciences R&I Librarian, looking forward!

 2 YEARS AGO



Sari C Mauro

@ArchivistSariM

Hi, [#critlib](#) -- Archivist in Boston, lurking for today!

 2 YEARS AGO



Nicholae Cline
@nicholae

heya #critlib! i'm the scholarly services/media & gender studies librarian at iub. he/him & she/her pronouns. busy monday, possibly lurking



2 YEARS AGO



Ashlee Chism
alchism15 @alchism15

Hi, #critlib. Lurking. (Discovered the hashtag through someone I follow, so I'm definitely lurking today).



2 YEARS AGO



Reed Garber-Pearson
rjgp29 @rjgp29

hey #critlib will be poppin in and out today. I'm Reed, LIS student doing ref & inst in acad libs.



2 YEARS AGO



Nick Ferreira
@twothrasherave

sup #critlib - lurking for most part today :) ref & instruction Chicago



2 YEARS AGO

Questions

Q1. What does emotional labor look like (and feel like)?



vani
@lettersfromvani

Q1: What does emotional labor look like (and feel like)? #critlib



2 YEARS AGO



prof. zoh
@zoh_zoh

A1: for me, emotional labor feels like the expectation/burden that I should be maternal and doting with students #critlib



2 YEARS AGO



Charlotte E. Price
@PoorCharlotte

A1: Having to always appear pleasant, cheerful, and ignore harassment and rudeness. "Service with a smile." #critlib

 2 YEARS AGO



prof. zoh
@zoh_zoh

A1: emotional labor also means explaining that the library is a classroom, not a customer service point, over and over again #critlib

 2 YEARS AGO



Paige Morgan
@paigecmorgan


#critlib Q1: in my case, it involves helping people navigate process of learning new skills/tools (which don't always work the 1st time)

 2 YEARS AGO



prof. zoh
@zoh_zoh

A1: I regularly reject models of assessment/training that frame the library as a customer service, "library services" makes me itch #critlib

 2 YEARS AGO



prof. zoh
@zoh_zoh

A1: the time an older male student called me a "good girl" for formatting a citation correctly, and I just had to smile/laugh. #critlib

 2 YEARS AGO



Amanda M Meeks
AcornElectric

A1: In lib* it looks "friendly, approachable and helpful" in all scenarios (i.e. "customer" service) #critlib twitter.com/lettersfromvan...

 2 YEARS AGO



Nimisha Bhat
@mishiebhat


A1. In relation to work culture, it tends to force one to nod and smile and look past all discomfort in order to "get the job done" [#critlib](#)

 2 YEARS AGO



Nicky Ag@te
@terrainsvagues

A1: Interpersonal interactions that make me go to bed angry/sad and wake up with a knot in my stomach [#critlib](#)

 2 YEARS AGO



Nicky Ag@te
@terrainsvagues

But also A1, the energy/euphoria that comes from positive interactions and true collaboration [#critlib](#)

 2 YEARS AGO



Paige Morgan
@paigecmorgan

[#critlib](#) A1: also, helping people feel like their investment on a project is worthwhile (or being supportive if they decide that it's not).

 2 YEARS AGO



Jenna Freedman
@zinelib

[#critlib](#) A1: sometimes [#emotionallabor](#) can be not flipping out when you feel trampled or disrespected, but maybe that's not the worst thing?

 2 YEARS AGO



Paige Morgan
@paigecmorgan

I think it depends on how often you have to do it. Or whether your job is keeping other people from doing so [#critlib](#) twitter.com/zinelib/status...

 2 YEARS AGO



Jennifer

@gonesquirrelly

#critlib A1. having to smile as lib admin piles on the work and when I object b/c unable to do it all, smile through the negative backlash



2 YEARS AGO



Sofia Leung

@sofiayleung

A1: being one of the few faces & voices of "diversity" while having to look happy to be here. (1/2)
#critlib



2 YEARS AGO



vani

@lettersfromvani

@sofiayleung i feel this pressure so much #critlib



2 YEARS AGO



Nicholae Cline

@nicholae

@sofiayleung this resonates with me. trying to not only "represent" but also create change, when this is often seen as antagonistic #critlib



2 YEARS AGO



Adam Mizelle

@adammizelle

A1: Having to make time for patrons who clearly need of someone to talk to, even though you're not a therapist. #critlib



2 YEARS AGO



prof. zoh

@zoh_zoh

@adammizelle yes, I get this a lot. being an ear for someone who just needs to vent even tho I want to crawl under the desk & hide. #critlib



2 YEARS AGO



Violet Fox
@violetbfox

A1. Part of emotional labor involved in librarianship is having to justify one's existence constantly--always "at your service". #critlib

 2 YEARS AGO



Nicholae Cline
@nicholae

a1.1: it feels fulfilling and mobilizing and solitary and exhausting. sometimes simultaneously, but also sometimes not. #critlib

 2 YEARS AGO



Nicholae Cline
@nicholae

a1.2: as for how it looks? sometimes it just looks like trying, even when it isn't easy or comfortable (or immediately possible) #critlib

 2 YEARS AGO



Amanda Watson
@amndw2

A1. A lot of the time, for me, it's making sure that students (and faculty!) don't feel stupid for asking a question. #critlib

 2 YEARS AGO



prof. zoh
@zoh_zoh

@amndw2 exactly. lots and lots and lots of emotional soothing/petting/reassurance/pep talks/mitigating library anxiety. #critlib

 2 YEARS AGO



Amanda Watson
@amndw2

A1 but sometimes it's also refraining from getting visibly upset on the (rare) occasions when patrons are rude or condescending. #critlib

 2 YEARS AGO



Amanda Watson
@amndw2

A1 cont'd: sometimes emotional labor feels like soothing other ppl's anxieties and stresses w/o anyone soothing mine. #critlib

 2 YEARS AGO



Amanda M Meeks
AcornElectric

It feels good to offer sincere, interpersonal support to students who need it but when it is forced it does not feel so good. #critlib

 2 YEARS AGO



Dianne
@diannelibrarian

A1 Service above self...Emotionally taking the job home at night. #critlib

 2 YEARS AGO



prof. zoh
@zoh_zoh

A1: saying yes to library instruction requests with little/no notice, teaching w/o knowing the assignment, winging it. #critlib

 2 YEARS AGO



Amanda M Meeks
AcornElectric

@zoh_zoh I have drawn a line in how much I will do this for the sake of self-preservation. #critlib

 2 YEARS AGO



Jenna Freedman
@zinelib


Haha--yes! I'm glad to get these requests most of the time, but they do cost me something psychically. #critlib twitter.com/zoh_zoh/status...

 2 YEARS AGO



Ryan P. Randall
@foureyedsoul


A1 For me, emotional labor often looks / feels like adopting an "intercessor" role btw students & faculty, for better & for worse. #critlib

 2 YEARS AGO



vani
@lettersfromvani

A1 emotional labor can feel confusing, nearly imperceptible, some of what i find most fulfilling about work is emotional labor #critlib

 2 YEARS AGO



Charlotte E. Price
@PoorCharlotte

@lettersfromvani Yes! I really love advising students, having them ask non-library questions, but it's also technically not my job. #critlib

 2 YEARS AGO



prof. zoh
@zoh_zoh

A1: feeling like I have to say yes to whatever is asked of me, being positive/energetic/friendly (my rep as the FUN librarian) #critlib

 2 YEARS AGO



Dianne
@diannelibrarian

This!! Most of the time the fun comes easily but other times, not so much #critlib
twitter.com/zoh_zoh/status...

 2 YEARS AGO



Reed Garber-Pearson
rjgp29 @rjgp29

A1. Emotional labor part of my feminist praxis-holistically view of patron- complicated by gender dynamics and service expectations #critlib

 2 YEARS AGO



Paige Morgan
@paigecmorgan


A1: Emotional labor feels very fulfilling (to me) much of the time -- in part b/c my supervisor acknowledges that I do it. #critlib

 2 YEARS AGO



Reed Garber-Pearson
rjgp29 @rjgp29

A1. Labor may take on neg meaning, but I choose emotional work cause it's real. Finding balance & boundaries challenging part. #critlib

 2 YEARS AGO



Nimisha Bhat
@mishiebhat

A1. The emotional labor I take on is mostly fulfilling, but frustrating bc it's hard to put into tangible data to support myself #critlib

 2 YEARS AGO



Librarian, AFT 7463
@klmccook

#critlib. Is this a first world problem? Help here where pain of indoor work will be less and u can help.. gradelevelreading.net

 2 YEARS AGO



prof. zoh
@zoh_zoh

@klmccook Not sure I understand your use of phrase "first world problem" - can you explain? #critlib

 2 YEARS AGO



ifrank
@ifrank

@klmccook Hey! Hi! First world? Hmmm... say more! I know some undocumented wrkrs who have to put up with a lot from bosses #critlib

 2 YEARS AGO



Librarian, AFT 7463

@klmccook

@zoh_zoh Homelessness. Families of people in jail. Children w/o food security in summer. Maybe public librarians engage. #critlib

 2 YEARS AGO



Librarian, AFT 7463

@klmccook

@zoh_zoh not ok to see topic as self-interested when many we serve have pain? is this academic only? thinking of public libraries #critlib

 2 YEARS AGO



prof. zoh

@zoh_zoh

@klmccook I don't think anyone here is ranking our pain as greater than the pain of those we serve. Sorry you see it as such. #critlib

 2 YEARS AGO



Jennifer

@gonessquirrelly

@klmccook @zoh_zoh Emotional labour incl individs forced to work on behalf of disenfranchised ppl when #neolib govts won't #critlib

 2 YEARS AGO



Emily Drabinski

@edrabinski

@klmccook @zoh_zoh Seems like emotional labor even more of an issue in publics. Sure was when I worked in one. #critlib

 2 YEARS AGO



Librarian, AFT 7463

@klmccook

@zoh_zoh A citrus migrant worker once told me, I thought a roof would solve all my ills. Can't forget that when challenges mount. #critlib

 2 YEARS AGO



prof. zoh
@zoh_zoh

[@klmccook](#) Discussing emotional labor & its toll doesn't discount the challenges faced by patrons, nor does it make us ungrateful. [#critlib](#)

 2 YEARS AGO



Emily Drabinski
@edrabinski

[@klmccook](#) I think these claims can be made w/o reducing other people's issues/concerns to "whining." [#critlib](#) [@zoh_zoh](#)

 2 YEARS AGO



Librarian, AFT 7463
@klmccook

[@gonessquirrelly](#) [@zoh_zoh](#) You are right. Unionize and stand up to t neo-liberals. More people to help. [#critlib](#)

 2 YEARS AGO



vani
@lettersfromvani

[@edrabinski](#) [@klmccook](#) [@zoh_zoh](#) yes--- this resonates with me from the few years i worked at the public library. [#critlib](#)

 2 YEARS AGO



Emily Drabinski
@edrabinski

[@klmccook](#) [@zoh_zoh](#) Rltd to lib as last publicly funded space w heat/light/bathroom? EL demands would drop if state did not abandon? [#critlib](#)

 2 YEARS AGO



Librarian, AFT 7463
@klmccook

[@edrabinski](#) [@zoh_zoh](#) Yes, need to be working on advocacy so more services provided. Hook up with 2-1-1. [#critlib](#)

 2 YEARS AGO



Emily Drabinski

@edrabinski

@klmccook I certainly agree organized labor is critical. & with that, off to a strike authorization vote! #solidarity #critlib @zoh_zoh



2 YEARS AGO



Jennifer

@gonessquirrelly

@klmccook @zoh_zoh Higher Ed is largest unionized population in Canada now. Damn lucky and know it. Need to stop the marketization. #critlib



2 YEARS AGO

Q2. Is emotional labor part of your work, and if so, how? Is it part of your colleagues/coworkers' work?



vani

@lettersfromvani

Q2 Is emotional labor part of your work, and if so, how? Is it part of your colleagues' + coworkers' work? #critlib



2 YEARS AGO



vani

@lettersfromvani

@lettersfromvani #critlib maybe the first question covered this already though!



2 YEARS AGO



Charlotte E. Price

@PoorCharlotte

A2 I think so - we work so closely with students & faculty when asking for help. That's tough for some to do. 1/2 #critlib



2 YEARS AGO



Charlotte E. Price

@PoorCharlotte

A2 ..and often can require a lot of reassurance, patience, and dealing with unexpected stresses 2/2 #critlib



2 YEARS AGO



Violet Fox
@violetbfox

[@PoorCharlotte](#) I don't think people realize that that will be so much of job. Is it possible to prep LIS students/new librarians? [#critlib](#)

2 YEARS AGO



vani
@lettersfromvani

[@violetbfox](#) [@PoorCharlotte](#) Good question! I also wonder how systems of mutual support can be sustained, across divisions too [#critlib](#)

2 YEARS AGO



Charlotte E. Price
@PoorCharlotte

[@violetbfox](#) [@lettersfromvani](#) and how do we prep them without just terrifying them? That's an issue I struggle with, too. [#critlib](#)

2 YEARS AGO



MARCinaColdClimate
@marccold

[@PoorCharlotte](#) [@violetbfox](#) [@lettersfromvani](#) Would've appreciated something on when to refer to professional help-I struggle w/that. [#critlib](#)

2 YEARS AGO



prof. zoh
@zoh_zoh

A2 I feel like emotional labor is more present at the Reference Desk rather than the library classroom. [#critlib](#)

2 YEARS AGO



Paige Morgan
@paigecmorgan


[#critlib](#) A2: Yes, EL is often central to digital librarianship, b/c DH is so tied in w/ helping people change/adapt to changing conditions.

2 YEARS AGO



Paige Morgan
@paigecmorgan


#critlib A2: But not everyone I work with sees emotional labor as part of my job: instead, they think students/faculty ought to "toughen up"

 2 YEARS AGO



Paige Morgan
@paigecmorgan

#critlib A2: Unfortunately, that sort of bootstrap mentality often contributes 2 more anxiety & just creates a need for more emotional labor

 2 YEARS AGO



prof. zoh
@zoh_zoh


A2 in front of a classroom, I feel more permission to be authoritative, seen as expert, demand respect. #critlib

 2 YEARS AGO



Jennifer
@gonessquirrelly

#critlib having to fulfill someone else's perception of what librarian does before can tackle who I want to be re: my profession

 2 YEARS AGO



prof. zoh
@zoh_zoh

A2 at the Ref Desk, I'm expected to be the answer-giver, article-finder, topic-chooser, and all around calm listener. #critlib

 2 YEARS AGO



Becky Yoose
@yo_bj

A2 #critlib Being a manager incorporates emotional labor on multiple levels. 1 level is acknowledging/recognizing staff emotional labor 1/n

 2 YEARS AGO



Becky Yoose

@yo_bj

A2 [#critlib](#) 2/n Another level is doing emotional labor with staff and library users - essentially treating your staff + patrons like humans



2 YEARS AGO



Charlotte E. Price

@PoorCharlotte

A2 one of the reasons I went into acad. librarianship vs. public was seeing the emotional toll on my mom (30+ years city library) [#critlib](#)



2 YEARS AGO



Nicholae Cline

@nicholae

a2: definitely part of my practice even if not outlined in my job description. wouldn't it be nice if support and care were valued? [#critlib](#)



2 YEARS AGO



Reed Garber-Pearson

rjgp29 @rjgp29

A2. Huge diff in EL btw working in R1 & comm coll libs. R1 less personal, invested in seeing student through entire journey. [#critlib](#)



2 YEARS AGO



prof. zoh

@zoh_zoh

[@rjgp29](#) Do community colleges seem like they're not invested in "seeing student through entire journey"? Can you elaborate? [#critlib](#)



2 YEARS AGO



Reed Garber-Pearson

rjgp29 @rjgp29

A2. At comm coll lib, get to know students fully, get invested. Students arrive with so many barriers. Lib safe place for support. [#critlib](#)



2 YEARS AGO



Amanda M Meeks

AcornElectric

It's part of mine & my colleagues work to varying degrees; a feminist/holistic approach to wrking w/stdents [#critlib](#) [twitter.com/lettersfromvan...](#)



2 YEARS AGO



Amanda M Meeks

AcornElectric

A2: I also welcome emotional labor because I realize not all students have adequate support from elsewhere [#critlib](#) [#iwasthatstudent](#)



2 YEARS AGO



Nimisha Bhat

@mishiebhat

A2. EL manifests for me as always being available for students/faculty, and often going home still thinking of solutions to ?'s [#critlib](#)



2 YEARS AGO



Nimisha Bhat

@mishiebhat

A2.2 Behind the scenes EL is me navigating coworkers' emotions - hard bc even if I give support I'm not always getting it in return [#critlib](#)



2 YEARS AGO



Jennifer

@gonessquirrelly

[#critlib](#) A2 Libns Research Institute says 80% libns one type. I'm not that type plus trained in special libraries=stressors.



2 YEARS AGO



Violet Fox

@violetbfox

[@gonessquirrelly](#) "One type" meaning type of library? Or? [#critlib](#)



2 YEARS AGO



Jennifer

@gonesquirrelly

@violetbfox #critlib Meyer's Briggs type



2 YEARS AGO



Jennifer

@gonesquirrelly

#critlib A2 lib admin keep comparing libns to their preferred model of academic libn and value accordingly=stressors=conform.



2 YEARS AGO



Jenna Freedman

@zinelib

#critlib A2 I think emotional labor is part of all of our work, and we're all doing it, some more visibly/successfully than others, tho?



2 YEARS AGO



vani

@lettersfromvani

@zinelib I agree! I also feel that there are disparities in whose emotional labor gets recognized/ how it is valued (and by whom) #critlib



2 YEARS AGO



Paige Morgan

@paigecmorgan

I think part of challenge is that not everyone is familiar w/ the concept; and that makes it even harder. #critlib twitter.com/zinelib/status...



2 YEARS AGO



Paige Morgan

@paigecmorgan

The training part is hard. My PhD experience helps me a lot, but obvs not reasonable to suggest PhD as training for doing EL! #critlib



2 YEARS AGO



Reed Garber-Pearson

rjgp29 @rjgp29

@lettersfromvani @zinelib I see libs of color often judged for not being as "emotional" as white libs in workplace. Expectations. #critlib



2 YEARS AGO



Nicholae Cline

@nicholae

@rjgp29 @lettersfromvani @zinelib or being too emotional or not displaying/performing the "right" emotions. walking that line is EL #critlib



2 YEARS AGO



Jennifer

@gonessquirrelly

@paigecmorgan @zinelib #critlib emotional labour by its very designation requires power differential and we perceive are at losing end



2 YEARS AGO



Reed Garber-Pearson

rjgp29 @rjgp29

@lettersfromvani @zinelib Maybe has to do with workplace culture and how POC or othered identities expected to conform #critlib



2 YEARS AGO



Dianne

@diannelibrarian

A2 Particularly in Ref interactions, hard because I truly care deeply abt students but taking on all their stresses takes a toll #critlib



2 YEARS AGO



MARCinaColdClimate

@marccold

A2. Listening is def part of being a CW & student supervisor. And it's exhausting, esp when everyone around you is burning out. #critlib



2 YEARS AGO



Jennifer

@gonesquirrelly

#critlib A2 point of #emotionallabor is to create precarity in order to control, conform, deskill, marketize...so my cynical side says...



2 YEARS AGO

Q3. What are implicit and explicit expectations around the kinds of emotional labor library/archival/info workers do (and how do these relate to intersections of power and privilege)?



vani

@lettersfromvani

Q3. What are implicit and explicit expectations re: kinds of emotional labor library/archival/info workers do (1/2) #critlib



2 YEARS AGO



vani

@lettersfromvani

Q3 (2/2) And how do these relate to intersections of power and privilege? #critlib



2 YEARS AGO



Dianne

@diannelibrarian

A3 Expectation to be always "on" in ref or lib classroom; "strong customer service skills" = customer always right: smile! #critlib



2 YEARS AGO



Dianne

@diannelibrarian

A3.2 Find emotional labor to be very feminized - expectation for women to be caregivers/maternal esp WoC #critlib



2 YEARS AGO



Charlotte E. Price

@PoorCharlotte

A3 I've seen a lot of added emotional labor added to women & libs of color. Class background can add more, too. #critlib




2 YEARS AGO



vani
@lettersfromvani


A3 Also thinking about the emotional labor that people using the library do when confronted w/ structure of library #critlib

 2 YEARS AGO



Jennifer
@gonessquirrelly

#critlib True! Had forgotten. Students in own countries where not allowed in stacks, no clue re: LC, etc... twitter.com/lettersfromvan...

 2 YEARS AGO



Jennifer
@gonessquirrelly

#critlib Also those not comfortable asking certain Qs based on culture, personal experience, etc. twitter.com/lettersfromvan...

 2 YEARS AGO



Nimisha Bhat
@mishiebhat

A3. In big libs, sometimes told to "avoid emotion" bc it's a "HR issue"; in small institutions, making sure we "act like a family" #critlib

 2 YEARS AGO



Nimisha Bhat
@mishiebhat

@mishiebhat A3.2 Often it's people of power/privilege ignoring the emotional needs of others because it's considered low priority #critlib

 2 YEARS AGO



Jenna Freedman
@zinelib

#critlib A3: expectations around emotional labor are definitely impacted by race & gender, ability, etc., by laborers & beneficiaries.

 2 YEARS AGO



MARCinaColdClimate

@marccold

A3. IME expectations tend to be very different for m-ID and f-ID workers (although one of the most EL-performing at MPOW is a man). #critlib



2 YEARS AGO



Paige Morgan

@paigecmorgan

A3: People sometimes refer to emotional work I do as "handholding" for others, emphasizing power diff b/c people "need" support. #critlib



2 YEARS AGO



Jenna Freedman

@zinelib

Yes! Different people are different--have different needs, perceive things differently. #critlib twitter.com/paigecmorgan/s...



2 YEARS AGO



Jennifer

@gonessquirrelly

#critlib ppl need support=marketization/commodification, you need something we have, can create \$\$ value for it... twitter.com/zinelib/status...



2 YEARS AGO



prof. zoh

@zoh_zoh

A3 I think I'm seen as the least emotional of my colleagues. I don't keep tissue in my office for students to use. #critlib



2 YEARS AGO



Jennifer

@gonessquirrelly

Is #emotionallabor even a choice? Can we choose to disengage? #critlib



2 YEARS AGO



ifrank
@ifrank

@gonessquirrelly So conformity = controlling our emotions? Would it be better to act out, be grumpy if we felt grumpy? #critlib

 2 YEARS AGO



Amanda Watson
@amndw2

A3: I think there's an assumption that women (ie most libns) will automatically know how to *do* emotional labor, & be good at it. #critlib

 2 YEARS AGO



prof. zoh
@zoh_zoh

yes. I feel judged negatively when I'm less emotional, more removed, or advocate for keeping a distance. #critlib twitter.com/amndw2/status/...

 2 YEARS AGO



prof. zoh
@zoh_zoh

A3 I'm surprised by students who feel it's ok to ask me if I'm married & have kids. I'm a femme woman so obvs I'm a wife/mother? #critlib

 2 YEARS AGO



prof. zoh
@zoh_zoh

A3 but I think students ask about marriage/family because they expect me to act like a wife/mother to them at times. #critlib

 2 YEARS AGO



Nick Ferreira
@twothrasherave

A3 #critlib I think it is prob seen as OK for me 2 "get away" w/o being emotional/sympathetic as a man... (not that I agree with that)


 2 YEARS AGO

Q4. How could naming emotional labor inform and transform critical approaches to librarianship? Beyond naming it, what else can we do?



vani
@lettersfromvani


Q4. How cld naming emotional labor inform + transform approaches to #critlib? Beyond naming it, what else can we do? #critlib

 2 YEARS AGO



Amanda M Meeks
AcornElectric

A4 Emotion underlies everything we do, as humans, so I think calling attn to it can help others see value #critlib twitter.com/lettersfromvan...

 2 YEARS AGO



Adam Mizelle
@adammizelle

A4: I think like a lot of #critlib, Idk the answer. Learned this through #critlib and now noting when I engage/others have engage for me.

 2 YEARS AGO



Adam Mizelle
@adammizelle

A4.1: Still reflecting, in other words. #critlib

 2 YEARS AGO



Paige Morgan
@paigecmorgan

A4: Talk w/ people re emotional ups & downs are part of R&D process. Allow them 2 be comfortable w/ having emotions in 1st place #critlib

 2 YEARS AGO



Nimisha Bhat
@mishiebhat


A4. I think establishing a system of support or mentoring lib workers about navigating emotional labor would be good #critlib

 2 YEARS AGO



Nimisha Bhat
@mishiebhat

@mishiebhat A4.2. Just being acknowledged by institution & having a place for constant skill development helps us to justify our EL #critlib

 2 YEARS AGO



Dianne
@diannelibrarian

A4 Not sure can separate emotional labor from public service; need to create spaces to acknowledge & support colleagues when needed #critlib

 2 YEARS AGO



Dianne
@diannelibrarian


A4.1 Also find ways to partner w/ other groups to be more holistic at lib, like counseling center: shared service #critlib

 2 YEARS AGO



Reed Garber-Pearson
rjgp29 @rjgp29

A4 Naming can start convos on placing boundaries around labor, call out expectations, provide support for one another when depleted #critlib

 2 YEARS AGO



Violet Fox
@violetbfox

A4. Drawing people into librarianship who are good at emotional labor (not just "I like books") + training for those who aren't! #critlib

 2 YEARS AGO



Violet Fox
@violetbfox

@violetbfox And like I said earlier, cluing #LIS students in that they should anticipate doing this necessary, important work. #critlib

 2 YEARS AGO



prof. zoh
@zoh_zoh

A4 I'm grateful that we have a campus Counselor to whom I can refer students who need emotional support (beyond what I can give) [#critlib](#)

 2 YEARS AGO



Paige Morgan
@paigecmorgan

A4: Also think it's important to identify specific types of EL, i.e., building relationships: & potentially offer training for that [#critlib](#)

 2 YEARS AGO



Paige Morgan
@paigecmorgan


[#critlib](#) Training for emotional labor in itself is hard b/c it's so abstract, but specific types of emolab are easier to prepare people for.

 2 YEARS AGO



Amanda Watson
@amndw2

Training in relationship-building: really important and hardly ever done, in my experience. [#critlib](#) twitter.com/paigecmorgan/s...

 2 YEARS AGO



Laura Braunstein
@laurabrarian

[@amndw2](#) I have found this particularly true as I've gotten older and the age diff bet my students & my children has narrowed [#critlib](#)

 2 YEARS AGO



Laura Braunstein
@laurabrarian

[@paigecmorgan](#) let's all go do research in the EMOLAB [#critlib](#)

 2 YEARS AGO



prof. zoh
@zoh_zoh


A4 Having a handy list of resources for folks who need services beyond your scope could help alleviate some stress. #critlib

 2 YEARS AGO



Paige Morgan
@paigecmorgan

YES! Making sure librarians (& dept faculty, too) are told about support networks; how to refer to them #critlib twitter.com/zoh_zoh/status...

 2 YEARS AGO



prof. zoh
@zoh_zoh


@violetbfox Seems like more libraries (of all stripes) could use full-time social workers pbs.org/newshour/bb/li... #critlib

 2 YEARS AGO



Jennifer
@gonessquirrelly

Assumes everyone may be successfully trained and I would contest this #critlib twitter.com/violetbfox/sta...

 2 YEARS AGO



Violet Fox
@violetbfox

@gonessquirrelly Doing this work is not something that comes naturally to me but I'm willing & able to work on becoming better. #critlib

 2 YEARS AGO



Violet Fox
@violetbfox

YES! Understanding larger social context that libs are having to pick up pieces after broken social net. #critlib twitter.com/zoh_zoh/status...

 2 YEARS AGO



Violet Fox
@violetbfox

[@gonessquirrelly](#) I don't think it's possible, either, but many current librarians want skills but don't have training support. [#critlib](#)

 2 YEARS AGO



Nimisha Bhat
@mishiebhat

[@violetbfox](#) And having those good at EL help those who aren't - can be exhausting to be the "go to" EL people-person! [#critlib](#)

 2 YEARS AGO



Violet Fox
@violetbfox

[@mishiebhat](#) Yes! As someone not-so-good at EL, it's easy to pawn that responsibility to others-- I need to step up to get better. [#critlib](#)

 2 YEARS AGO



Paige Morgan
@paigecmorgan

These days, when someone asks me about pursuing libjobs, emolab is usually 1st & last thing I mention [#critlib twitter.com/violetbfox/sta...](#)

 2 YEARS AGO



Jennifer
@gonessquirrelly

[#critlib](#) A4 Being aware it exists helps us as people be more mindful of other people and what they bring to the table...

 2 YEARS AGO



Jenna Freedman
@zinelib

[#critlib](#) A4: Having safer spaces policies, talking about it, figuring out ahead of time how to deal with emotional challenges...?

 2 YEARS AGO



Adam Mizelle
@adammizelle

Identify when EL being done is in service of those with more rank/power/privilege at the cost of work time. #critlib

 2 YEARS AGO



Paige Morgan
@paigecmorgan

I wonder if part of issue is that libjobs (like profjobs) have had a reputation as perfect places for people who don't like emolab? #critlib

 2 YEARS AGO

Pitches



vani
@lettersfromvani

it is 3pm eastern time, so time to wrap up #critlib chat on #emotionallabor---thank you to everyone!

 2 YEARS AGO



vani
@lettersfromvani

tho, #critlib, feel free to post announcements etc too---(sorry, i am new at this, so running a little late)

 2 YEARS AGO



Becky Yoose
@yo_bj

Ducking out a bit early from #critlib lurking. Some readings related to emotional labor in libraries (and IT): zotero.org/groups/c4l16yo...

 2 YEARS AGO



Jennifer
@gonessquirrelly

#critlib I think some libns have moved to #socialjustice in Information Literacy as an attempt to deal with #emotionallabor Agree? Disagree?

 2 YEARS AGO



prof. zoh
@zoh_zoh


@gonesquirrelly I honestly don't understand the question, or the phrase "moved to #socialjustice" (is it a zip code?) #critlib

 2 YEARS AGO



Jennifer
@gonesquirrelly

@zoh_zoh #critlib In dealing with inequity and with our users, introducing ideas of social justice...is emo labor a social justice issue?

 2 YEARS AGO



prof. zoh
@zoh_zoh

@gonesquirrelly Great question for discussion! I have to get back to work now but will think about it. #critlib

 2 YEARS AGO



Violet Fox
@violetbfox

@gonesquirrelly Yes, but maybe more that people don't recognize that it's a *thing*, even. It often seems invisible... #critlib

 2 YEARS AGO



Ean Henninger
@rhymewithzinger

Still wondering where the #critlib for public library workers is to be found, though. It often seems very academic-driven?

 2 YEARS AGO



Jeremy McGinniss
@jmymcginniss


@rhymewithzinger These cats wrote this recently. worth reading:
ojs.library.ubc.ca/index.php/seea... focus on pub. libs bottom of pg 4 #critlib

 2 YEARS AGO



Lauren Smith
@walkyouhome


As far as I can tell it's in the same place, [#critlib](#). The issue is finding and engaging the public library workers. [twitter.com/rhymewithzinge...](#)

 2 YEARS AGO



Jennifer
@gonesquirrelly

[#critlib](#) can be for public lib workers. They need to show up. So why don't they? [twitter.com/rhymewithzinge...](#)

 2 YEARS AGO



Jennifer
@gonesquirrelly

Uh. I meant that non-aggressively. Just curious. [#critlib](#) [twitter.com/rhymewithzinge...](#)

 2 YEARS AGO



Violet Fox
@violetbfox

[@gonesquirrelly](#) Perception is a big part of it IMO. If people see [#critlib](#) as *just* an academic librarian thing, they don't suggest chats.

 2 YEARS AGO



Jennifer
@gonesquirrelly

So [#critlib](#) may we track down a [#publiclibrarian](#) willing to moderate a libchat on state of [#critlib](#) and [#publiclibraries](#) /librarians?


 2 YEARS AGO

Thanks to the mod!



Jenna Freedman
@zinelib


I see the clock is ticking toward this chat being over, so THANK YOU to [@lettersfromvani](#) for leading this [#critlib](#) Great topic!!!

 2 YEARS AGO



prof. zoh
@zoh_zoh


@lettersfromvani thanks for the great #critlib chat!

 2 YEARS AGO



Nimisha Bhat
@mishiebhat

@lettersfromvani thank you so much for mod'ing and to all who participated! ~*we're all in this together*~ #critlib

 2 YEARS AGO



Ashlee Chism
alchism66 @alchism15

Very interesting read on #critlib today. Thanks for letting me lurk!

 2 YEARS AGO



Emily Drabinski
@edrabinski

Thx to @lettersfromvani for today's #critlib! Had to mostly lurk, catching up now. 🙌🙌

 2 YEARS AGO



Sofia Leung
@sofiayleung

@lettersfromvani thank you for hosting and facilitating!

 2 YEARS AGO



Jennifer
@gonesquirrelly

Bye #critlib! Thanks for all the memories!

 2 YEARS AGO