Archive of the August 21 2018 #critlib chat on the topic of organizational culture, moderated by @GingerReads. For more info about #critlib, including past and future chats, visit http://critlib.org.

Violet Fox
@violetbfox

Next #critlib chat: Tuesday August 21 at 6pm Pacific/9pm Eastern, @GingerReads will be moderating a chat on changing organizational culture within libraries. critlib.org/twitter-chats/...

Violet Fox
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How do we make cultural shifts to improve our organizational culture? Have you seen successful changes happen within libraries? What policies can promote healthy workplace cultures? Let's discuss during next Tuesday's #critlib chat!

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See Violet Fox's other Tweets
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Ryan Randall | Abolish & Prosecute ICE
@foureyedsoul
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Kristen Thorp @GingerReads · Aug 22, 2018
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Kristen Thorp @GingerReads
Please introduce yourself #critlib

Kristen Thorp @GingerReads · Aug 22, 2018
Hi! I’m Kristen. I’ve been working in libraries for almost 16 years. Most of those 16 years have been spent in public libraries. Currently the Youth Services manager at the Eugene Public Library #critlib

Kate Deibel @metageeky
I'm Kate from Syracuse U. I'm the Inclusion & Accessibility Librarian there. Mainly lurking tonight as I'm baking at the moment. #critlib
Lisa Hubbell
@lisahubbell

Howdy #critlib from CA. Recent academic librarian, soon to be public librarian.

APRIL
@AprilHathcock

Hi. April at an academic lib in NY. #critlib

sherri vokey
@sherrivokey

I’m Sherri from the University of Manitoba where I’m the Head of our Health Sciences Library. My first #critlib and really looking forward to it.

Laura Koltutsky @lkoltutsky · Aug 22, 2018

Replying to @GingerReads

Association work has helped me find others of like mind, others might disagree. Working with the faculty association as a lib rep helped me see that there are shared concerns on campus. I am blessed to work with social work students and faculty. #critlib

Aman
@akaur0

A4. I find that I found my allies through my liaison work as well. This way, when I'm in the position to provide feedback or advocate for something to change, I'm the voice of others; I happen to be one of "the others." #critlib
Tisha Mentnech
@tishamentnech

A5 something I've done since managing student workers is letting them know the agency and their voice/thoughts/feelings are valid and important and then following through with any support they may need even if only an additional voice #critlib

Violet Fox 🐱
@violetbfox

A5. Letting people play to their strengths as much as possible. Allowing people the freedom to discover their strengths in the first place! Encouraging growth in whatever form that takes. #critlib

Mark L. Clemente
@marklclemente

A5 Be relentless in pushing managers & those with power to hear you. If you don't feel safe, find an ally who can speak more easily #critlib
A4. And this is specifically in terms of calling out unconscious racism, language stigmatizing mental illness, sexism, more biases that make people Super Defensive... and heaven knows I’m not the most skillful at talking about this stuff. But it's better than complicity.

#CritLib

A4. I just talk and talk and talk and sometimes after I talk people say thanks for speaking up, or other times people come to me with an idea, but honestly... it's exhausting, being the only one to talk. Knowing others want to but are afraid.

#critlib

twitter.com/GingerReads/status/…

Q4. How do you build allies and networks within and outside of your organization to foster positive changes?

#critlib

twitter.com/kcrowe/status/…

Sometimes difficult conversations will open up parts of us that we're not ready to have open at work. me and several other co-workers decided to have a frank conversation about how several of us dealt w/mental illness at work, and while I think it was helpful writ large +
Lisa Hubbell
@lisahubbell

A5. Selecting people for committees based on their interest and enthusiasm for follow-through, more than by job title or level. Offering funding, choice, and time for PD to staff at all levels. #critlib

sherri vokey
@sherrivokey

A5: my group knows that leadership lives at every level/position in our unit. have to equip them with tools and agency to act, otherwise just meaningless lip service. #critlib twitter.com/GingerReads/st...

Kristen Thorp @GingerReads
Q5. How do you encourage/develop/support leadership at every level? How to help staff to lead from where they are? #critlib

Laura Koltutsky @lkoltutsky

Yeah, I speak up in meetings, even if it isn’t always wise politically. Been thanked by other librarians and by staff who feel less able to speak up. #critlib twitter.com/schomj/status/...

Jessica Schomberg @schomj
A4. I just talk and talk and talk and sometimes after I talk people say thanks for speaking up, or other times people come to me with an idea, but honestly... it’s exhausting, being the only one to talk. Knowing others want to but are afraid. #critlib twitter.com/GingerReads/st...
Yes, taking the hard stance is sometimes what's needed to make that point that some things aren't simply not right but harmful. #critlib

For example, I've vowed that anytime I run the mic for audience Q&As, if a person refuses to use the mic, they lose their question asking privilege. #CritLib

A5. I speak up at meetings, and I am targeted for it. #critlib
A5 Step back & give opportunities. Failure as growth/learning. Projects that enhance/improve certain areas w/out being burdensome. $ for prof dev or PTO to attend. Lead by example: volunteer time, mentor, shadowing, give props when due so heard by uppers. #critlib

Kristen Thorp
@GingerReads

Replying to @maxgbowman
TOTALLY BUTCHERED IT! But the idea is there. #critlib

“Clients do not come first. Employees come first. If you take care of your employees, they will take care of the clients.”
Richard Branson
Jessica Schomberg
@schomj

A5. I've noticed that some people who are excellent leaders balk at being called that. Still haven't figured a good way to respond.

Also know others who want to be known as leaders but don't realize they need to build those skills, they don't come with a degree! #CritLib
twitter.com/GingerReads/st...

Kristen Thorp @GingerReads

Q5. How do you encourage/develop/support leadership at every level? How to help staff to lead from where they are? #critlib

Kate Deibel @metageeky

Library folks. Don't let this happen. You might not speak up against everything, but speak up when your peers and colleagues are being targeted for doing good things. #critlib twitter.com/critlib_anon/s...

anonymous critlib @critlib_anon

A5. I speak up at meetings, and I am targeted for it. #critlib

anonymous critlib @critlib_anon

A3. I would have liked to know it was possible to ask for workplace accommodations BEFORE I really hit a wall. #critlib

Big thanks to @GingerReads, first time moderator and brave person who agreed to do this chat with very little lead time! Great job, Kristen! #critlib

That hour went by so quickly! I'll be reading everything I missed later tonight. Thanks for the thoughtful chat everyone! We can all take advice from @maxgbowman and practice radical kindness! Good night #critlib

Q5. How do you encourage/develop/support leadership at every level? How to help staff to lead from where they are? #critlib

When I have managed staff, this is one of my favourite things to do. Help them develop professionally and create a positive workplace. Mid career librarianship is a bit of a void in my experience. Professional development including leadership skills seem forgotten. #critlib
I'm guilty of this. I think it's because leadership to me comes with all those stations of office. Wearing formal clothes, endless meetings, not working on the problems directly, etc. #CritLib

Jessica Schomberg @schomj · Aug 22, 2018
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APRIL @AprilHathcock
Thanks for a great #critlib chat, @GingerReads!
Hear! Hear! This is one way to start change by stepping up to activities like this. And hey, do you have a topic you’d like to see the #critlib community discuss? Propose it and maybe offer to moderate it too!

A5 I'm not really in a position to do this, but transparency and benefit of the doubt---if someone has an idea to offer, trust that they're responding to a real, valid issue and try to identify it. Share whatever context they might be missing, see what they think #critlib

Yes, excellent job @GingerReads ! thank you for your time and labor in leading this conversation #critlib
Find information about upcoming #critlib chats: critlib.org/twitter-chats/…; if there's a topic we should be talking about, consider suggesting a chat and making it a reality: critlib.org/twitter-chats/….

Jessica Schomberg
@schomj

I think it's a common perception. Based on real signals, that I don't want to dismiss! And it acts to exclude people. I just don't know how to dismantle this particular barrier. #CritLib

Kate Deibel
@metageeky · Aug 22, 2018
Replying to @schomj

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Lisa Hubbell
@lisahubbell

Many thanks to @GingerReads and all the named and anonymous participants for a great #critlib chat! If you have an idea for a future topic, or can jump in to moderate, submit something to critlib.org/twitter-chats/….
Kate Deibel

@metageeky

I think a lot of it is making sure to avoid the Peter Principle that people get promoted to a level of incompetence. I can lead on causes, but I'm not a leader of a department. Don't make me manage a team or department if you want me to lead. #critlib

Jessica Schomberg

@schomj

Aug 22, 2018

I think it's a common perception. Based on real signals, that I don't want to dismiss! And it acts to exclude people. I just don't know how to dismantle this particular barrier.

#CritLib

Dr. Donna Lanclos

@DonnaLanclos

Aug 22, 2018

Replying to @curlsinthelib @akaur0

IME this pattern is often true for library folks as well as instructional design/teaching and learning staff

Aman

@akaur0

Aug 22, 2018

it's so unfortunate that in academia these categories matter so much. many ppl think that im a student. Students understand that im not separating myself frm supporting them, when I say that I'm staff; however, not all faculty/staff don't necessarily like being corrected.

#critlib
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Its so unfortunate that in academia these categories matter so much. Many ppl think that im a student. Students understand that im not separating myself frm supporting them, when I say that I'm staff; however, not all faculty/staff don't necessarily like being corrected. #critlib

Aman @akaur0

It's a weird power dynamic that shouldn't be in place but too ingrained in the system to change anytime soon. #critlib

Laura Koltutsky @lkoltutsky · Aug 22, 2018
Replying to @akaur0 @GingerReads
Actual communication would be helpful. We had a suicide in the stairwell by my office. There was an information void until leadership was prompted to outline mental health options to library staff.

Aman @akaur0

I'm so sorry that you experienced an info void at a time of a workplace crisis. The delayed response to such an incident is a mental health concern itself. #critlib

KT L☀️is tired of fascist enabling humbuggery @kelsonanderson

Bummed I missed this in real time, but looking forward to catching up #critlib
Aman @akaur0

Thanks for moderating tonight’s #critlib chat!

1  2:49 AM - Aug 22, 2018

Kristen Thorp @GingerReads · Aug 22, 2018

Replying to @akaur0

Nice to meet you!

Ali Versluis (she/her/hers) @aliversluis

Tonight's #critlib is giving me SOME FEELS, y'all.

4  2:52 AM - Aug 22, 2018

Kristen Thorp @GingerReads

There needs to be an entire different chat around accountability. Maybe not for -> #critlib but somewhere twitter.com/curlsinthelib/…

2:56 AM - Aug 22, 2018

Laura Koltutsky @lkoltutsky · Aug 22, 2018

Replying to @GingerReads

I have warned people off from applying here, especially new career people. We have new leadership coming in a few weeks. I am hoping that things will change, maybe even get better.

Kristen Thorp @GingerReads

I too have received calls warning me not to apply places or not accept job offers. It’s sad that this happens.

#critlib

2:58 AM - Aug 22, 2018
I can't stress enough how much reflection, introspection, and growth have been made possible just by watching and learning from others in #critlib chats. Tonight's has me thinking about my management and leadership roles and whether or not I'm contributing to any problems in LIS.

Melissa Hubbard
@melissa_hubbard
I just caught up on last night's great #critlib chat on organizational culture, which I recommend, especially to managers. Honest discussion of common practices that harm our orgs, as well as examples of practices that empower library workers to do their best work.

Violet Fox
@violetbfox
Replying to @papersquared
Storify doesn't exist any more, but, yes, I'll create a Wakelet for yesterday's #critlib chat. Unless someone else would like to volunteer to do so!

Emily
@Shhh_Librarian
Oh no! Missed a good #critlib last night, but happy to be reading all the responses! #GettingBackIntoLibs
As an aspiring #critlib library manager, I'm so grateful for yesterday's chat on organizational culture! I'm bummed to have missed it, but am thankful for all those retweets!

Jeremy McGinniss
@jmymcginniss
This thread is well-worth reading i/r/t to #critlib chat from last night. twitter.com/kelsdi/status/...

reed garber-pearson
@alwaysreeding
I work at a univ that has been, for yrs, trying to get faculty status for libs. We want status! But we haven't, as a system, yet examined our own internal hierarchies either. This continues to be a huge barrier in fluid organizational change and happiness of all workers #critlib twitter.com/schomj/status/...

Jessica Schomberg @schomj
A1. Dividing workers into professional vs paraprofessional inherently creates problems (and even in a union environment, pits workers against each other in a way that diverts blame from admin) #critlib twitter.com/GingerReads/st...
Sorry to have missed yesterday’s #critlib on organizational cultures. Reading thru is a reminder of all the work to be done—likely it’s not going to be the institutions doing it. So I’m just gonna keep on showing up w this heart of mine and reading these chats.

This year I read @adriennemaree's #emergentstrategy w a group of lib workers. Deeper convos and embodiment of values emerged over time. We have a new shared lang, able to challenge and grow together. Not ideas & practices easily adapted to institutions.

Q4. How do you build allies and networks within and outside of your organization to foster positive changes? #critlib

Hi #critlib! I’m an academic librarian in NYC, participating in a chat for the first time in quite a while. I’m one of the original mods, so if anyone’s feeling any kind of way, feel welcome to DM me or email leslzine@the gool.
Hi #critlib, I'm Violet, busy folding & stapling zines to send out but here to listen!

@violetbfox

Hi there #critlib! I'm Liz, an academic librarian in Virginia. May be lurking tonight because I have a headache...

@gnomadlibrarian

Hi all, I'm Tisha, health sciences librarian in UT #critlib

@tishamentnech

Hi, Jessica from an academic lib in MN #critlib

@schomj

Hi. I'm Tina, academic library cataloger in non-metro Minnesota. I am multitasking but here to follow along! #critlib

@aboutness
Hi! I'm Kristen. I've been working in libraries for almost 16 years. Most of those 16 years have been spent in public libraries. Currently the Youth Services manager at the Eugene Public Library #critlib

Aman
@akaur0

Hi Kristen! I've been working in libraries (a mix of public, academic, and medical libraries) for 5 yrs w/ 7 yrs of volunteer exp in my hometown public library. I'm currently an academic science librarian, based in Philly. #critlib

Kristen Thorp
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Q1. What kind of organizational barriers are in place in libraries you’ve worked at? #critlib
Donna Witek
@donnarosemary

oh oh, I tapped on teh twitterz app just in time for a #critlib -- nursing sleeping toddler alongside me means I can actually hang for some valuable conversation tonight! I'm an academic instruction librarian at a university in PA 🤴🏼 excited to learn from everyone tonight. twitter.com/GingerReads/st...

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Violet Fox @violetbfox

A1. Inertia has always seemed like one of the biggest barriers in place to making changes in cataloging, in libraries in general. People are overwhelmed, etc. and it's easiest to just do the same thing you've always done. #critlib

Kate Deibel @metageeky

A1: Full stack commitment. Systemic change requires buy-in from all levels. If you want to foster an inclusive library, you need admins and pages to do trainings, make changes, etc. #critlib
Hi I am Laura, an academic librarian from Calgary, Canada. #critlib

Q1: There is a lot of "this is how it's always been done" in response to small changes to save time/resources and eliminate redundancy. Ex: Individual and schedule specific paper calendars that must be updated and crossreferenced when planning. Public library here.#critlib

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Howdy #critlib from CA. Recent academic librarian, soon to be public librarian.

Hi. April at an academic lib in NY. #critlib

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1:03 AM - Aug 22, 2018

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Kristen Thorp @GingerReads
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❤️ 54   1:11 AM - Aug 22, 2018

See Jessica Schomberg's other Tweets

Jenna Freedman @zinelib
Echoing @metageeky & @violetbfox it's tough to prioritize change when you can barely keep up with the job duties that are recognized and valued by your institution. It's hard to do anything beyond START A COMMITTEE. #critlib

❤️ 14   1:11 AM - Aug 22, 2018

See Jenna Freedman’s other Tweets

anonymous critlib @critlib_anon
A1. Lack of democracy in the form of executive power. (All decisions vested in one person/boss who is not accountable.) #critlib

❤️ 5   1:12 AM - Aug 22, 2018

See anonymous critlib's other Tweets

Laura Koltutsky @lkoltutsky
A1 Lack of leadership has implications throughout the culture. Toxic leadership kills initiative and motivation #critlib

❤️ 15   1:13 AM - Aug 22, 2018

See Laura Koltutsky's other Tweets
Absolutely this. I'm not the only person at SU doing inclusion work. It helps that it's my main duty, but I can't do it alone. You need a team. Involvement man vary at times but you need a team. #CritLib

twitter.com/zinelib/status…

Echoing @metageeky & @violetbfox it's tough to prioritize change when you can barely keep up with the job duties that are recognized and valued by your institution. It's hard to do anything beyond START A COMMITTEE. #critlib

That's not to say it can't be done. Colleagues of mine are doing an incredible job improving aspects of my library's community ethos, but it takes a lot of emotional labor and may not always be rewarded for their efforts. #critlib

A1: Some people were long time employees of the place so lots of "we tried it and it didn't work" along with bullying to halt change. Discouraging to say the least for early career #critlib
A1 I often suspect that the international bans on human cloning don't help us either. #CritLib

A1: lots of time spent reacting to institutional challenges (political and financial) and little to no time spent being proactive, setting our own direction #critlib

A1. Budget cuts across the board, by people who did not understand library functions in support of curriculum. Layoffs left fewer staff in any university department who understood anything about libraries. #critlib

#critlib A1 if you work at a place with low turnover, on the one hand that can be connected to very positive things. but sometimes it also sets a dominant org culture that new hires (esp early career) are compelled to adopt bc structural power in the org kind of demands it
Q2. How are difficult conversations or controversies handled at libraries you’ve worked at? #critlib

Kristen Thorp
@GingerReads

1:15 AM - Aug 22, 2018

Kate Deibel
@metageeky

This! While the naysayers may have good insights on to why previous attempts failed, times and contexts change. Let the new blood try but educate them about pitfalls CONSTRUCTIVELY. #CritLib
twitter.com/critlib_anon/s...

anonymous critlib @critlib_anon
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1:15 AM - Aug 22, 2018

anonymous critlib @critlib_anon
A1: toxic leadership abound: many of the excellent and 'natural leaders' I work with are steering clear of positions where ones goes to be change maker because they can't stomach the culture (academic) #critlib

1:16 AM - Aug 22, 2018
One of the biggest barriers is the thinking that the way something has been done historically is the only way it can and should be done. The org can seem to feel threatened by those looking to innovate.

Hierarchies are everywhere, but if they are so rigid as to prevent consensus or participatory decisions it can feel pretty tough.

Lack of diverse perspectives and failure to value those perspectives when they're there.
Violet Fox @violetbfox
Replying to @curlsinthelib
Yeah, and a lot of that is by design. Vocabulary changes have historically required large effort to change, so people who maintain it are conservative about changes. Hard to break free from that tradition. #critlib

Kate Deibel @metageeky
A2 *mad panic* #critlib
A1. While libraries are the epitome of organization of stagnant objects, it's much harder creating a structure that supports the dynamic nature of libraries and the people who work in them. #critlib

APRIL @AprilHathcock

A2. Not handled at all. Or discussed but w/o taking into acct existing power dynamics. E.g., you can't place a bully victim and a bully in the same room for a "chat" about the issues. #critlib
Agreed. I would love to see libraries acknowledge that failure is okay & so is pivoting to another solution. #critlib

A1: Some people were long time employees of the place so lots of "we tried it and it didn't work" along with bullying to halt change. Discouraging to say the least for early career #critlib

A1. I've only ever worked in acad libs, unless you count my blessedly brief stint as a filing temp for an insurance company. One of the main org barriers I've seen is that higher ed has its own lang, politics, etc. many of which are not obvious to ppl not steeped in 'em. #critlib

Q1. What kind of organizational barriers are in place in libraries you’ve worked at? #critlib
A2 But seriously, it's okay to have a bit of panic. It's good to let that stress out. But the big thing is somebody has to take the first step. It can help to do things like:
1. Let's draft a statement
2. If someone gets a paragraph going, I'll add it to it next. #CritLib

Incredibly badly, lack of communication and transparency add to no resolution. #critlib
Yes, and I think that in cases where the issue is personal due to minority oppression or in your own area of expertise, you have a right to be hurt for a while and demand help to right things. #CritLib
A2: Behind closed doors with department heads only, which includes all but 2 of the librarians and all of the other staff members. Directives & scripts are then communicated via email. Individual admonishments for anyone caught discussing outside of the meeting.

#critlib

A2: under the guise of consultation, but really just by holding a town hall or some other sort of all staff meeting where decisions and speaking points that were already made are simply communicated #critlib
A2: Difficult conversations and controversies are met with defensiveness, dismissiveness, and impatience at the top. Staff basically work around the boss. It's great how organizational structure is set up to support bad bosses.

Just wondering...what was the relationship like between faculty and instructional designers (who would be staff like the librarians)? Did the instructional designers have the same difficulty in establishing partnerships with the faculty? #critlib

Hi everyone! Academic librarian in Boston, mostly lurking (in real time, for once! I usually catch up after the fact). #critlib
This presents some real problems for the future of the profession.

Kristen Thorp @GingerReads
True for public librarians as well. I hear often from friends and colleagues that they don’t want to be removed from public service and don’t want the hassle.

Kate Deibel @metageeky
Oh man! This! I hate the closed doors or kept to internal mailing lists approach. We had a major diversity offense at SU this year. Multiple departments issued diversity statements but only a few places put them on the web. And they wonder why students think no one cares?

anonymous critlib @critlib_anon
A2: Behind closed doors with department heads only, which includes all but 2 of the librarians and all of the other staff members. Directives & scripts are then communicated via email. Individual admonishment for anyone caught discussing outside of the meeting.

anonymous critlib @critlib_anon
A2 Have you ever worked in an environment where nearly everyone is suffering as a result of toxic leadership, and they're all so scarred and tired that their judgement seems to be impaired? Please fix it before you hire. I know you're tired, but please.
sherri vokey  
@sherrivokey

Hooboy. #critlib twitter.com/critlib_anon/s...

anonymous critlib  @critlib_anon
A2: Behind closed doors with department heads only, which includes all but 2 of the librarians and all of the other staff members. Directives & scripts are then communicated via email. Individual admonishment for anyone caught discussing outside of the meeting.  #critlib

Kate Deibel  
@metageeky

It's easy to forget the different bureaucracies that public and school librarians have to deal with. Thank you for speaking up on these points. #critlib twitter.com/violetbfox/sta...

Lisa Hubbell  
@lisahubbell

A2. Sometimes, as if they were research questions. Thinking mostly of students studying controversies in own fields. #critlib twitter.com/GingerReads/st...

Kristen Thorp  @GingerReads
Q2. How are difficult conversations or controversies handled at libraries you’ve worked at? #critlib
anonymous critlib
@critlib_anon

#critlib A1 bad mechanisms for getting feedback. At my current POW upper management's main source of info is the terrible boss who's making a giant mess of things, so upper mgmt thinks everything's great.

Kristen Thorp
@GingerReads

Replying to @Lavenderbrarian
I had a very similar experience once. Even the meeting notes were vague and no one knew what was happening. #critlib

Jessica Schomberg
@schomj

A2. I work in the midwest, so avoid, avoid, avoid mostly. With a lot of passive aggressive behavior as a result. But there's also passive aggressive behavior in response to the few times people have been called out, so.... we're the stereotype of a white mid-class org? #critlib
twitter.com/GingerReads/st...

Kristen Thorp @GingerReads
Q2. How are difficult conversations or controversies handled at libraries you’ve worked at? #critlib

Kristen Thorp @GingerReads
Q3. What are examples of effective workplace practices you’d like to see more in more libraries? #critlib
A2. This has varied depending on library & uni admin, but it has depended on the source/cause of the controversy...hrm. I am proud of the way we responded to concerns of faculty, students, & alums of color in a 2016 open letter: library.du.edu/inclusive-exce... #critlib
twitter.com/GingerReads/st...

Kristen Thorp @GingerReads
Q2. How are difficult conversations or controversies handled at libraries you’ve worked at? #critlib

Good news! My cheddar-herb rolls are coming out a little dense but tasty! #critlib

Kate Deibel @metageeky
Can someone explain how the #critlib chat works? Sometimes I feel like I’d like to follow along or participate but I’m not sure how. I see A1 precede a lot of posts? I feel ridiculous asking. Thanks for any help.

Lisa Hubbell @lisahubbell · Aug 22, 2018
A2. Sometimes, as if they were research questions. Thinking mostly of students studying controversies in own fields. #critlib twitter.com/GingerReads/st…

Kristen Thorp @GingerReads
Q2. How are difficult conversations or controversies handled at libraries you’ve worked at? #critlib

Lisa Hubbell @lisahubbell
A2. Also, FPOW asked for documentation of troublesome incidents, and responded in compliance with policies. #critlib

anonymous critlib @critlib_anon
A2. I'm not really sure how the difficult conversations/controversies are handled at the library I work in. I'm still trying to figure that out. #critlib
Carrie On, My Wade-ward Son
@TheGnarrator

Replying to @Lavenderbrarian
A have found that sometimes these meetings are just opportunities to dismiss what happened and control the narrative in the interests of the dominant culture. #critlib

Kate Deibel
@metageeky

A3: Asking about diversity from day one. Add questions about diversity & inclusion to all new employees no matter their roles:

"Tell us about a time you worked with people different from you." #critlib

Mark L. Clemente
@marklclemente

I've seen a few caring, equitable cultures which allow difficult conversations to be handled w/ honesty & self-reflection #critlib
A2. This has varied depending on library & uni admin, but it has depended on the source/cause of the controversy...hrm. I am proud of the way we responded to concerns of faculty, students, & alums of color in a 2016 open letter: library.du.edu/inclusive-exce... #critlib
twitter.com/GingerReads/st...

A2 (cont'd). Less proud: My former supervisor, who I loved, but dealt w/issues very diff than I do, was much-beloved by the fmr dean bc she would essentially have multiple "pre-meetings" so that by the time we had a meeting, she knew exactly what everyone would say. #critlib

Q2. How are difficult conversations or controversies handled at libraries you've worked at? #critlib

This profession is conflict adverse anyway! I don’t understand how people can avoid crucial conversations. #critlib
Kristen Thorp  
@GingerReads

I’m knew to this too! Feel free to jump in. I’ve got a few more questions tonight. Use #critlib so people can connect.

ReferenceGhoul @ReferenceGrrrl · Aug 22, 2018

Can someone explain how the #critlib chat works? Sometimes I feel like I’d like to follow along or participate but I’m not sure how. I see A1 precede a lot of posts? I feel ridiculous asking. Thanks for any help.

Tisha Mentnech @tishamentnech

A3 Administration of library addressing library rumors before everyone spirals, an email that outlines what is heard and then stating what the truth is and what isn't #critlib

Kristen Thorp @GingerReads · Aug 22, 2018

Replying to @lkoltutsky
I’m so sorry!

Aman @akaur0

I'm still new to working in libraries and in general. How would you like difficult conversations to be handled? #critlib
It's super confusing! Not ridiculous at all. The moderator, in this case @GingerReads, is putting out various questions as Q1, Q2, etc. and then participants answer those questions with A1, A2, etc. (and all with the #critlib hashtag)

You're great! Chats are confusing! It took me forever to get used to it, and I still mess it up Every. Time.

The main thing is always add #critlib to your tweets. Ideally you'd add the question number to your tweet, as well. If you're responding to Q1, answer A1.
Dylan “I was saying Boo-“urns
@ForgetTheMaine

A2 They aren't #critlib

1:30 AM - Aug 22, 2018

See Dylan “I was saying Boo-“urns's other Tweets

APRIL
@AprilHathcock

A3. Lots of transparency and open communication up and down the org. That means admins report on what they're doing, their big picture thinking, and take time to gather feedback & check in with folks throughout org.
#critlib

1:31 AM - Aug 22, 2018

See APRIL's other Tweets

Mark L. Clemente
@marklclemente

A3 Venues to allow real honesty in talking about diversity & equity. Inclusion of all staff in higher-level strategic discussions.
#critlib

1:31 AM - Aug 22, 2018

See Mark L. Clemente's other Tweets

Aman @akaur0 · Aug 22, 2018

Replying to @GingerReads @lkoltutsky
I'm still new to working in libraries and in general. How would you like difficult conversations to be handled?
#critlib

Ashley Farley
@ashleydfarley

For me with transparency, honesty, and an attitude of everyone working together for a solution. Avoiding power structures is important #critlib

1:31 AM - Aug 22, 2018

See Ashley Farley's other Tweets
A3: A culture of transparency & place where respectful & collegial dialogue includes difficult convos and voicing of differing opinions as a normal and healthy workplace practice #critlib twitter.com/GingerReads/st...

Kristen Thorp @GingerReads
Q3. What are examples of effective workplace practices you'd like to see more in more libraries? #critlib

❤️ 6  1:31 AM - Aug 22, 2018

See sherri vokey's other Tweets

anonymous critlib @critlib_anon

A3Investment in professional development at all levels for all staff based on individual goals. Effective HR. Realization that "good at job" doesn't mean "good at managing." Smart use of technology to advance/streamline workflow without devaluing the work. #critlib #critlib

❤️ 6  1:31 AM - Aug 22, 2018

See anonymous critlib's other Tweets

Mark L. Clemente @marklclemente

A3 Committees that are built with diversity & inclusive representation from the start  #critlib

❤️ 3  1:32 AM - Aug 22, 2018

See Mark L. Clemente's other Tweets
Tisha Mentnech
@tishamentnech

Yes, all levels, all staff. At a FPOW I asked for support for a conference, was not answered until last day of event after paid out of pocket saying no money, but telling me to extra clean in your next shift b/c accreditation committee is coming. #critlib twitter.com/critlib_anon/s...

anonymous critlib @critlib_anon
Investment in professional development at all levels for all staff based on individual goals. Effective HR. Realization that "good at job" doesn't mean "good at managing." Smart use of technology to advance/streamline workflow without devaluing the work. #critlib

Kate Deibel
@metageeky

Yes! People are not all managers! Not everyone can be a great leader! Not everyone is a brilliant teacher! These are real skills that require cultivation and commitment. #CritLib twitter.com/critlib_anon/s...

anonymous critlib @critlib_anon
A3Investment in professional development at all levels for all staff based on individual goals. Effective HR. Realization that "good at job" doesn't mean "good at managing." Smart use of technology to advance/streamline workflow without devaluing the work. #critlib #critlib
“Effective HR” is such a unicorn. And means different things to different folks. #critlib
twitter.com/critlib_anon/s...

 anonymous critlib @critlib_anon
A3 Investment in professional development at all levels for all staff based on individual goals. Effective HR. Realization that "good at job" doesn't mean "good at managing." Smart use of technology to advance/streamline workflow without devaluing the work. #critlib #critlib

Kate Deibel @metageeky · Aug 22, 2018
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Carrie On, My Wade-ward Son @TheGnarrator
Also recognizing that leadership and management are VERY different. #critlib

 See Carrie On, My Wade-ward Son's other Tweets
A3. clearly defined pathways to continued growth and success for all types of employees. #critlib

Kristen Thorp @GingerReads
Q3. What are examples of effective workplace practices you’d like to see more in more libraries? #critlib

Mark L. Clemente @marklclemente
Enthusiasm for & real practice in building consensus, gathering feedback, & encouraging participation in all levels of the org/dept #critlib

Kaitlin Springmier @kaitlinspring
A3. Having face-to-face conversations even when the topic is difficult. F2f allows people to convey tone and body language as well as clear up misunderstandings on the spot- all things that email can't. #critlib

Kate Deibel @metageeky
Replying to @maxgbowman
Radical kindness! May I steal/spread that notion? #critlib
Same! #critlib twitter.com/metageeky/stat...

Kate Deibel @metageeky
Replying to @maxgbowman
Radical kindness! May I steal/spread that notion? #critlib

1:35 AM - Aug 22, 2018

Q4. How do you build allies and networks within and outside of your organization to foster positive changes? #critlib

Kristen Thorp @GingerReads

1:36 AM - Aug 22, 2018

A3. 13 Behaviors of a High Trust Leader: talk straight demonstrate respect create transparency right wrongs show loyalty deliver results get better confront reality clarify expectations practice accountability listen first keep commitments extend trust

Kristen Thorp @GingerReads

Q3. What are examples of effective workplace practices you’d like to see more in more libraries? #critlib

1:36 AM - Aug 22, 2018

31 people are talking about this
Damn, what a list. This is going on the wall. #critlib
twitter.com/schomj/status/…

Jessica Schomberg @schomj
A3. 13 Behaviors of a High Trust Leader:
talk straight
demonstrate respect
create transparency
right wrongs
show loyalty
deliver results
get better
confront reality
clarify expectations
practice accountability
listen first
keep commitments
extend trust
#critlib
twitter.com/GingerReads/st…

1:38 AM - Aug 22, 2018

See sherri vokey's other Tweets

Kristen Thorp @GingerReads · Aug 22, 2018
Q3. What are examples of effective workplace practices you’d like to see more in more libraries? #critlib

Ashley Farley @ashleydfarley
Something I think is really simple & effective is gathering together in a casual setting. Such a coffee break or lunch. Nothing super forced, but to remind everyone that they are individual outside of a work identity #critlib

1:38 AM - Aug 22, 2018

See Ashley Farley's other Tweets
Kate Deibel
@metageeky

A4 Speak up!. At conferences, do a lightning talk on the issue you're passionate about even if you don't have a solution. Suggest a breakout session? Make a Slack channel. Find your community and feed off the shared passion to make change no matter how big or small.
#CritLib

APRIL
@AprilHathcock

A4. Twitter has been great for building networks, esp outside my org. Within my org, I've looked out for folks who were willing to speak up on social justice issues & developed partnerships. #critlib

liz chenevey
@gnomadlibrarian

A3. I think we should be better at recognizing when we need to bring in outside facilitators for more inclusive and productive discussions. #critlib

Violet Fox
@violetbfox

A4. Love this question! Twitter and #critlib chats have been incredibly helpful. Being able to talk with people in similar situations outside your org is vital for perspective. twitter.com/GingerReads/st...

Kristen Thorp @GingerReads

Q4. How do you build allies and networks within and outside of your organization to foster positive changes? #critlib
A3. When I worked in residential life at a large uni, my supervisor encouraged open communication within res hall staff, maintenance workers, admins, public safety liaisons, etc, all while respecting student privacy. This was necessary for a 24/7 workplace. 1/2 #critlib

A4 Twitter has actually helped me a lot in this regard. Irony of anon posting not lost on me. IRL making connections with the community and inviting them into the library to host their programs or creating based on their needs/desires. Listening & watching to find allies. #critlib

A4 And with that, talk to people who you admire and ask them for help and advice. It's okay to feel like an impostor. I do! And I ask for help from friends and peers and feel like a little student doing so. #critlib
These were provided to us as part of a yearlong leadership institute offered to employees at all levels of the university, if they wished to participate. By far my biggest takeaway.

#critlib
A4. GTFO the library. (as an introvert I wish this was not the answer, but it is). #critlib

twitter.com/GingerReads/st...

Kristen Thorp @GingerReads
Q4. How do you build allies and networks within and outside of your organization to foster positive changes? #critlib

12  1:41 AM - Aug 22, 2018

See Kate Crowe 📖❤️Canada’s other Tweets

Anonymous @critlib_anon · Aug 22, 2018
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3  1:41 AM - Aug 22, 2018

See Kate Deibel’s other Tweets

Carrie On, My Wade-ward Son @TheGnarrator
A4. where do I start? I had a great experience when I was a director through CLDMP (via @ACRL_CLS). Twitter (duh). Blogging has helped me gain connections. Proximity of my cube at work to rad folks. Even during research consults I talk about structural inequity a lot #critlib twitter.com/GingerReads/st...

1:41 AM - Aug 22, 2018 · Milwaukee, WI

See Carrie On, My Wade-ward Son’s other Tweets
A3: Administrators/supervisors staff frequently about workload and if it is not manageable help find ways to better balance everything.  #critlib

See Tisha Mentnech's other Tweets

Of course, most libraries aren't 24/7 residences for their community members, but open communication across departments and the community being served is still helpful. 2/2  #critlib

See Aman's other Tweets

In such situations, the best I can say is keep your eyes and ears open in case you hear someone being interested in a job there. Maybe post on glassdoor? Share the knowledge when and where you can.  #CritLib

twitter.com/critlib_anon/s...

Q.1 #critlib I recently left an university in the South that integrates Christian prayer into many school-sanctioned events. This was very unnerving for me. Is it worth it to raise my concern? There's not a way I can really do this anonymously. TY

See Kate Deibel's other Tweets
A4. In museums, we had lunchtime reading groups. Conference-goers practiced their talks with colleagues beforehand, and/or reported back on highlights. Annual cycle of diff depts hosting all-staff parties. Some staff initiated informal classes or played music together. #critlib

twitter.com/GingerReads/st...

Kristen Thorp @GingerReads
Q4. How do you build allies and networks within and outside of your organization to foster positive changes? #critlib

8  1:43 AM - Aug 22, 2018

See Lisa Hubbell's other Tweets

Christine Slaughter @cslaughter
yo... twitter.com/TheGnarrator/s... #critlib

Carrie On, My Wade-ward Son @TheGnarrator
Replying to @metageeky
Also recognizing that leadership and management are VERY different. #critlib

1  1:44 AM - Aug 22, 2018

See Christine Slaughter's other Tweets

Tina Gross @aboutness
A4. Be there for others & their issues. Have other people's backs, make their concerns your own. #critlib

12  1:44 AM - Aug 22, 2018

See Tina Gross's other Tweets
Association work has helped me find others of like mind, others might disagree. Working with the faculty association as a lib rep helped me see that there are shared concerns on campus. I am blessed to work with social work students and faculty. #critlib

I’m thankful for my squad of fellow managers that I’ve developed relationships with over the years. I can vent and workshop ideas with them and it’s always a safe space. Most are not in my organization. #critlib
	n twitter.com/GingerReads/st...

It's extremely difficult to find allies if you're the other. It may mean you're seeing problems and no one else is, and if they are, it's not in their best interest advocate for change. #critlib
Kate Deibel @metageeky

Yes! If you're new to presenting, practice with friends and mentors, formal or informally. Best way to learn tricks of the trade. #critlib twitter.com/lisahubbell/st...

Lisa Hubbell @lisahubbell
A4. In museums, we had lunchtime reading groups. Conference-goers practiced their talks with colleagues beforehand, and/or reported back on highlights. Annual cycle of diff depts hosting all-staff parties. Some staff initiated informal classes or played music together. #critlib twitter.com/GingerReads/st...

Mark L. Clemente @marklclemente

Find established external communities that are built to support you, such @librarieswehere #critlib

sherri vokey @sherrivokey

Create your own groundswell for change through strategic alliances in/out of the lib and with colleagues who are similarly positioned to lead/enact change. Can be done! #critlib twitter.com/GingerReads/st...

Kristen Thorp @GingerReads

Q4. How do you build allies and networks within and outside of your organization to foster positive changes? #critlib
Tisha Mentnech
@tishamentnech

A4: like others twitter and getting out of the library. My fave contact at MPOW is someone who works with graduate researchers They know a lot of people across campus so we've been able to brainstorm about making changes that way. & ppl at lib willing to speak up #critlib

 loves 5 1:46 AM - Aug 22, 2018

See Tisha Mentnech's other Tweets

anonymous critlib
@critlib_anon

#critlib A4 following up on the radical kindness---I'm thinking about how important it is to make sure your network/allies turn around and welcome your most difficult coworkers to contribute to whatever change you're making.

 loves 13 1:46 AM - Aug 22, 2018

See anonymous critlib's other Tweets

Mark L. Clemente
@marklclemente

A4 I build allies when I'm honest with colleagues about how I feel. Tempting to keep one's head down but then you don't find allies #critlib

 loves 12 1:47 AM - Aug 22, 2018

See Mark L. Clemente's other Tweets
Yes! This feels so lonely and isolating. If you feel brave enough to stick your neck out to comment you might find others afraid to speak out. Now there are more of you and you’re building a team #critlib

twitter.com/critlib_anon/s...

Anonymous critlib @critlib_anon
Q4 It's extremely difficult to find allies if you're the other. It may mean you're seeing problems and no one else is, and if they are, it's not in their best interest advocate for change. #critlib

Kate Deibel @metageeky
Yeah. This is hard. It's really hard if you're a hidden, secret other. But there are people like you out there both out in the open and in the shadows. #critlib

twitter.com/critlib_anon/s...

Anonymous critlib @critlib_anon
Q4 It's extremely difficult to find allies if you're the other. It may mean you're seeing problems and no one else is, and if they are, it's not in their best interest advocate for change. #critlib

Kristen Thorp  @GingerReads
Q5. How do you encourage/develop/support leadership at every level? How to help staff to lead from where they are? #critlib
A4 For this question I want to acknowledge that this is hard for some of us. I am thinking through how I do this at MPOW and most of my experiences involve being warm and open in my work with colleagues even as my anxiety tells me this is dangerous. But doing it anyway.

#critlib

Violet Fox 🐿️
@violetbfox

There's a lot of wisdom in this! Takes a lot of work, but has the potential to build bridges and be incredibly rewarding for yourself & for organization. #critlib
Carrie On, My Wade-ward Son @TheGnarrator

Granted, structural inequity comes up a lot more in nursing and public health than in other fields...but it's dope to talk shop on critical race theory when showing folks around the internet! #critlib
twitter.com/GingerReads/st...

Kristen Thorp @GingerReads

Q4. How do you build allies and networks within and outside of your organization to foster positive changes? #critlib

Carrie On, My Wade-ward Son @TheGnarrator

A4. where do I start? I had a great experience when I was a director through CLDMP (via @ACRL_CLS). Twitter (duh). Blogging has helped me gain connections. Proximity of my cube at work to rad folks. Even during research consults I talk about structural inequity a lot #critlib
twitter.com/GingerReads/st...

sherri vokey @sherrivokey

Holy smokes. This X1000. #critlib
twitter.com/jmymcginniss/s...

Jeremy McGinniss @jmymcginniss

Yes. Yes. This. twitter.com/donnarosemary/...
Kristen Thorp @GingerReads · Aug 22, 2018
I'm thankful for my squad of fellow managers that I've developed relationships with over the years. I can vent and workshop ideas with them and it's always a safe space. Most are not in my organization. #critlib
twitter.com/GingerReads/st...

Kristen Thorp @GingerReads
Q4. How do you build allies and networks within and outside of your organization to foster positive changes? #critlib

Kristen Thorp
I should add that I do have support with managers in my organization but I've known my squad for years so they are often the easiest ones to go to. #critlib

Jessica Schomberg @schomj
A4. I just talk and talk and talk and sometimes after I talk people say thanks for speaking up, or other times people come to me with an idea, but honestly... it's exhausting, being the only one to talk. Knowing others want to but are afraid. #critlib twitter.com/GingerReads/st...

Kristen Thorp @GingerReads
Q4. How do you build allies and networks within and outside of your organization to foster positive changes? #critlib

APRIL @AprilHathcock
A5. By practicing strong allyship. Signal boosting. Treating everyone with respect regardless of their role in the org. #critlib
Q5 Let your colleagues, especially those who don't hold much power, know they are valued. Back them up, speak up for & with them  

A5 One thing we've started doing is taking attendance at every training or diversity/inclusion related event. We want to have numbers to back up our claims that we want to see more presence of administrators, subject librarians, IT staff, etc. 

How do we make cultural shifts to improve our organizational culture? Have you seen successful changes happen within libraries? What policies can promote healthy workplace cultures? Let's discuss during next Tuesday's chat!
Looking forward to Tuesday's #critlib chat on organizational culture, moderated by @GingerReads. It'll be a great one for all library types (public, school, academic, special) & all library workers. Let's share challenges & solutions! critlib.org/organizational...

It's Tuesday! Here's hoping we all get to learn from each other's organizational practices through this evening's #critlib chat, moderated by @GingerReads.

twitter.com/violetbfox/sta...

Hi everyone! Thanks for joining tonight's #critlib chat on organizational cultures. I will be your moderator and I look forward to hearing your thoughts and ideas. Find discussion questions here -> critlib.org/organizational...

See Kristen Thorp's other Tweets
Hi everyone! Thanks for joining tonight's #critlib chat on organizational cultures. I will be your moderator and I look forward to hearing your thoughts and ideas. Find discussion questions here -> critlib.org/organizational...

If you'd like to tweet anonymously, you can do so by using the form at critlib.org/anon/. Tweets will appear on the @critlib_anon account.#critlib

Please introduce yourself #critlib

Hi! I'm Kristen. I've been working in libraries for almost 16 years. Most of those 16 years have been spent in public libraries. Currently the Youth Services manager at the Eugene Public Library #critlib

I'm Kate from Syracuse U. I'm the Inclusion & Accessibility Librarian there. Mainly lurking tonight as I'm baking at the moment. #critlib
Howdy #critlib from CA. Recent academic librarian, soon to be public librarian.

Hi. April at an academic lib in NY. #critlib

I’m Sherri from the University of Manitoba where I’m the Head of our Health Sciences Library. My first #critlib and really looking forward to it.

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Kristen Thorp @GingerReads

REMEMBER: If you'd like to tweet anonymously, you can do so by using the form at critlib.org/anon/ . Tweets will appear on the @critlib_anon account. 

Kristen Thorp @GingerReads

Q1. What kind of organizational barriers are in place in libraries you’ve worked at? 

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Donna Witek
@donnarosemary

oh oh, I tapped on teh twitterz app just in time for a #critlib -- nursing sleeping toddler alongside me means I can actually hang for some valuable conversation tonight! I'm an academic instruction librarian at a university in PA 🌞 excited to learn from everyone tonight. twitter.com/GingerReads/st...

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Hi everyone! Thanks for joining tonight’s #critlib chat on organizational cultures. I will be your moderator and I look forward to hearing your thoughts and ideas. Find discussion questions here -> critlib.org/organizational...

Violet Fox
@violetbfox

A1. Inertia has always seemed like one of the biggest barriers in place to making changes in cataloging, in libraries in general. People are overwhelmed, etc. and it's easiest to just do the same thing you've always done. #critlib

Kate Deibel
@metageeky

A1: Full stack commitment. Systemic change requires buy-in from all levels. If you want to foster an inclusive library, you need admins and pages to do trainings, make changes, etc. #critlib
Hi I am Laura, an academic librarian from Calgary, Canada. #critlib

Q1: There is a lot of "this is how it's always been done" in response to small changes to save time/resources and eliminate redundancy. Ex: Individual and schedule specific paper calendars that must be updated and crossreferenced when planning. Public library here. #critlib

Hi everyone, I'm Mark, academic librarian at Case Western Reserve University in Cleveland #critlib

How do we make cultural shifts to improve our organizational culture? Have you seen successful changes happen within libraries? What policies can promote healthy workplace cultures? Let's discuss during next Tuesday's #critlib chat!
Violet Fox 🦊 @violetbfox

Looking forward to Tuesday's #critlib chat on organizational culture, moderated by @GingerReads. It'll be a great one for all library types (public, school, academic, special) & all library workers. Let's share challenges & solutions! critlib.org/organizational...

Ryan Randall | Abolish & Prosecute ICE @foureyedsoul

It’s Tuesday! Here’s hoping we all get to learn from each other’s organizational practices through this evening’s #critlib chat, moderated by @GingerReads.

twitter.com/violetbfox/sta...

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Kristen Thorp's other Tweets
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Please introduce yourself #critlib

Hi! I’m Kristen. I’ve been working in libraries for almost 16 years. Most of those 16 years have been spent in public libraries. Currently the Youth Services manager at the Eugene Public Library #critlib

I'm Kate from Syracuse U. I'm the Inclusion & Accessibility Librarian there. Mainly lurking tonight as I'm baking at the moment. #critlib
Lisa Hubbell
@lisahubbell
Howdy #critlib from CA. Recent academic librarian, soon to be public librarian.

APRIL
@AprilHathcock
Hi. April at an academic lib in NY. #critlib

sherri vokey
@sherrivokey
I’m Sherri from the University of Manitoba where I’m the Head of our Health Sciences Library. My first #critlib and really looking forward to it.

Jenna Freedman
@zinelib
Hi #critlib! I'm an academic librarian in NYC, participating in a chat for the first time in quite a while. I'm one of the original mods, so if anyone's feeling any kind of way, feel welcome to DM me or email leslzine@the goog.

Violet Fox
@violetbfox
Hi #critlib, I'm Violet, busy folding & stapling zines to send out but here to listen!
Hi there #critlib! I'm Liz, an academic librarian in Virginia. May be lurking tonight because I have a headache...

Tisha Mentnech
@tishamentnech

Hi all, I'm Tisha, health sciences librarian in UT #critlib

Jessica Schomberg
@schomj

Hi, Jessica from an academic lib in MN #critlib

Tina Gross
@aboutness

Hi. I'm Tina, academic library cataloger in non-metro Minnesota. I am multitasking but here to follow along! #critlib
Aman @akaur0

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