



Libraries After COVID-19: A Learning Conversation

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#EAHIL2022

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Disclosures

The author has no competing interests to declare with regard to the material in this session.

Session Outline

Introduction	15 minutes
Conversation Café	30 minutes
Navigate the Future	20 minutes
Wrap-up	10 minutes

Session Goals

- Illustrate examples of how information professionals were challenged by the COVID-19 pandemic
- Describe examples of opportunities resulting from the COVID-19 pandemic
- Discover ideas for increasing organizational resilience
- Develop ideas for innovations in libraries and health information services

A Learning Conversation



Image by Gerd Altmann from Pixabay

Group Grounding

- Listen well for deep understanding and respect
 - use “I” statements
 - connect to core values
- Share responsibly
- Step up, step back, participate fully but evenly
- If you need a break, take it



Introductions

- Your name
- Where you are from
(institution and place)
- Share your stick drawing
(2020: draw a person just
finding out about the
pandemic)



Introductions



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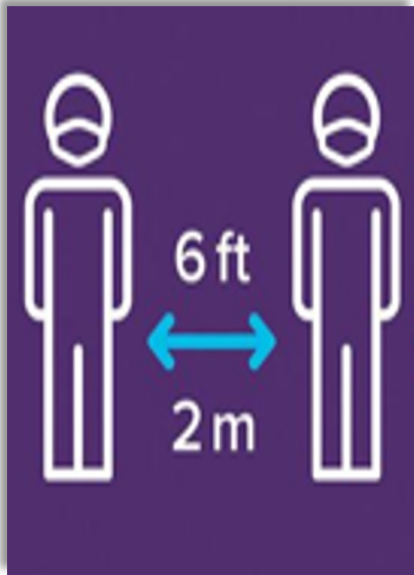
Theoretical Background

- Evidence
- Information
- Knowledge



Organizational Resilience

Let's begin with a story.



Broadening the Horizons - Conversation Café

Questions:

- What was difficult during and after COVID-19 and did you find any unexpected solutions?
- What actually turned out as a positive outcome that you might not have explored if it wasn't for the pandemic?

Agreements

- Try to listen, not judge
- Respect one another
- Seek to understand
- Invite and honor diverse opinions
- Go for honesty and depth without going on and on

Steps

1. Use the talking object in the 1st round
2. 1st round: speak without interruption Option to pass. People without the talking object *listen* (~10 minutes)
Host: ensure everyone abides by the Agreements (e.g., make sure everyone gets a turn)
1. 2nd round: lively conversation together (~10 minutes)
2. 3rd round: decide 1 to 3 “takeaways” to share with whole group (~3 minutes, use sticky notes)

Conversation Café - Group Takeaways



Conversation Café - Recap



Broadening the Horizons - Navigate the Future



Navigate the Future

What?

So what?

Now what?

Navigate the Future

What?



So what?

1. 1 minute - alone
2. 7 minutes - group

Now what?

3. 1 minute - alone
4. 7 minutes - group, share **sticky notes**

Broadening the Horizons - Navigate the Future



Piet Mondriaan
Amersfoort 1872 – New York 1944

Compositie met kleurvlakjes, 1917
Composition with colour fields

Olieverf op doek
Oil on canvas

Schenking / Donation: A.P. van Hoey Smith 1928
1543 (MK)

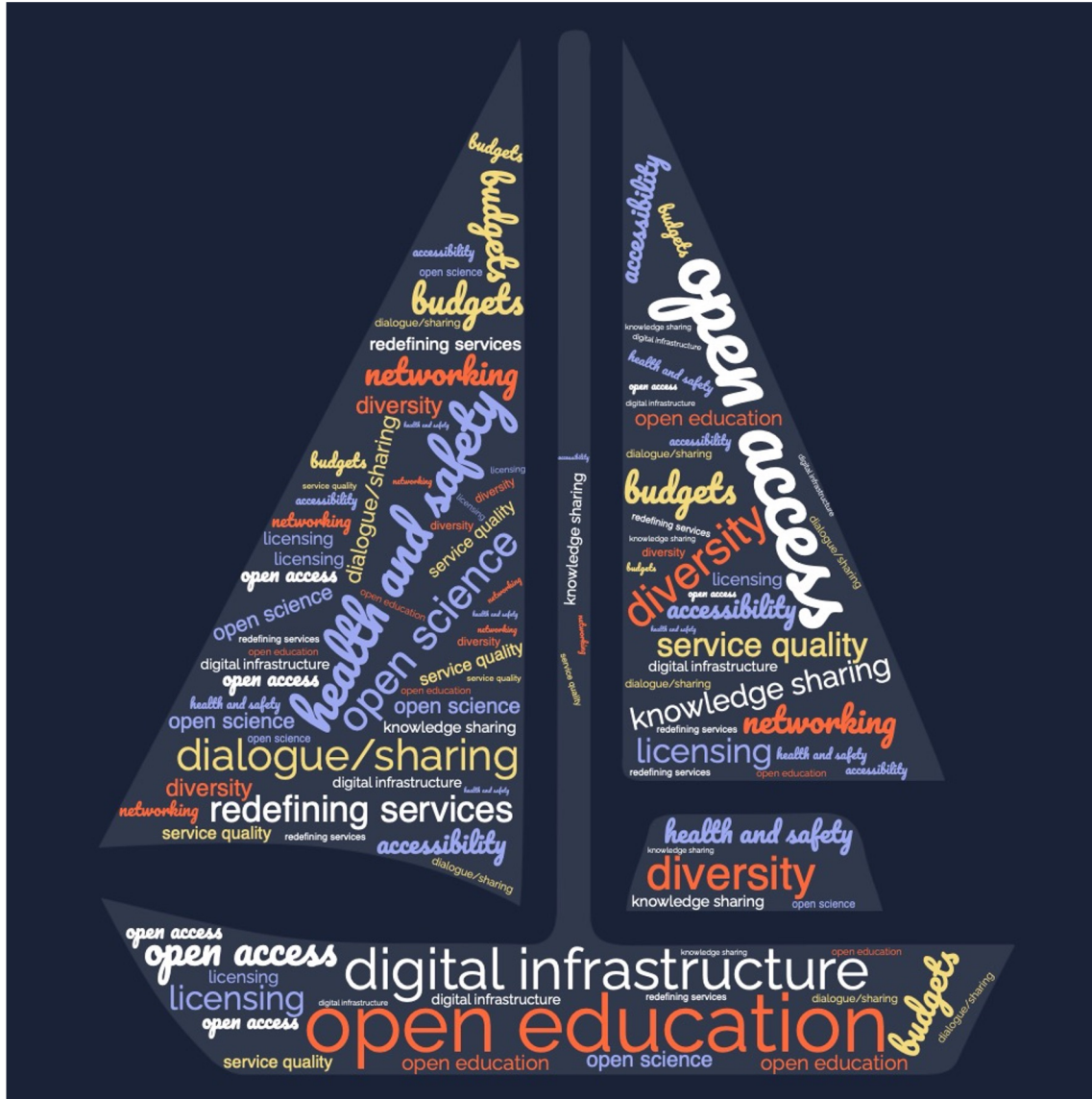
My story is like your stories.

Things learned to carry forward:

- Build a crisis response team
- Don't build a new team for every crisis
- Build relationships beyond the library
- Keep hard copies of key information
- Establish key principles
- Communicate and share knowledge
- Look for opportunities
- Keep readjusting



Organizational Resilience



Broaden the Horizons...

Keep Sharing

The next one is coming.



Further Reading

- LIBER Europe. “The Impact of COVID-19 on Research Libraries across Europe.” *LIBER Europe*, 14 Dec 2020. <https://libereurope.eu/article/covid19-survey-research-libraries-europe/>
- EBLIDA. “The New Normals in a European Agenda for Public Libraries,” *EBLIDA*, Nov 2021. http://www.eblida.org/News/2021/EBLIDA-The_new_normals_in_a_European_Agenda_for_public_libraries.pdf
- Charbonneau, D. H., & Vardell, E. (2022). The impact of COVID-19 on reference services: a national survey of academic health sciences librarians. *Journal of the Medical Library Association: JMLA*, 110(1), 56.
- Hochstein, L. (2022). “Resilience engineering: Where do I start?” Resilience Engineering Association. <https://www.resilience-engineering-association.org/resources/where-do-i-start>
- Capdarest-Arest, N., Tompson, S., & Zipperer, L. (2022). Persistent service even in disruptive times: an introduction to resilience engineering. *Journal of the Medical Library Association: JMLA*, 110(1), 139.

Feedback



Questions?
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