

Say What?
The Good, the Challenging, the Funny
in Public Libraries Today

Jessica Hogan, HSPLS, Hawaii State Library

Satisfying

Humbling

Gratifying

REALLY BUSY

Innovative

OUR JOBS TODAY (in public service)

CrAZY!!!

Intense

Not what I learned in library school

Doing MORE with less

- Help w/ resumes
- Help w/ job applications
- I forgot my password, help!
- How do I get an ebook?
- I lost my library card...
- What's my family history?
- How do I do my taxes?
- Can I vote here?
- I need a passport right now.
- I can't turn on my tablet.
- Can you type my paper?
- How can I get that book today?
- Where's the restroom?
- Can you help me get food?
- Why can't I bring my pet iguana inside?



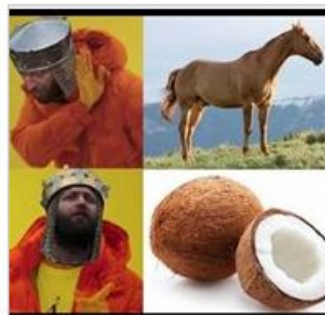
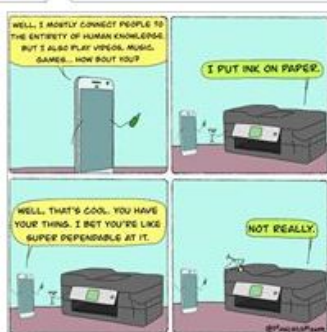
- Fast changes in tech
- Fast changes in vocabulary
- Book publishing exploded
- Instant gratification
- Digital divide
- Generational divide
- People ask why we need libraries
- People ask why we don't have more libraries
- Funding cuts
- Staffing cuts
- Housing shortages
- Mental health issues
- Wage stagnation
- Rising cost of education

Good: Library Laughter as an Art Form

- Facebook Group - Librarian Memes

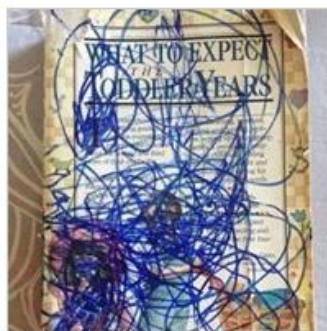
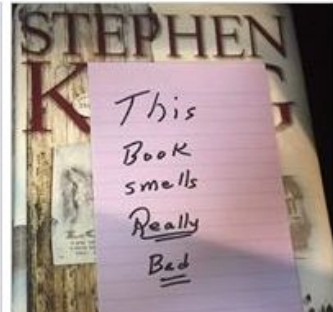


“Okay ladies, now let’s get in formation!” -Queen Bey



I think the public library system is one of the most amazing American institutions. Free for everybody. If you ever get the blues about the status of American culture there are still more public libraries than there are McDonald's. During the worst of the Depression not one public library closed their doors.

David Marshall



Check on your friends who work in professions which require them to refrain from saying 90% of what they think. We are not

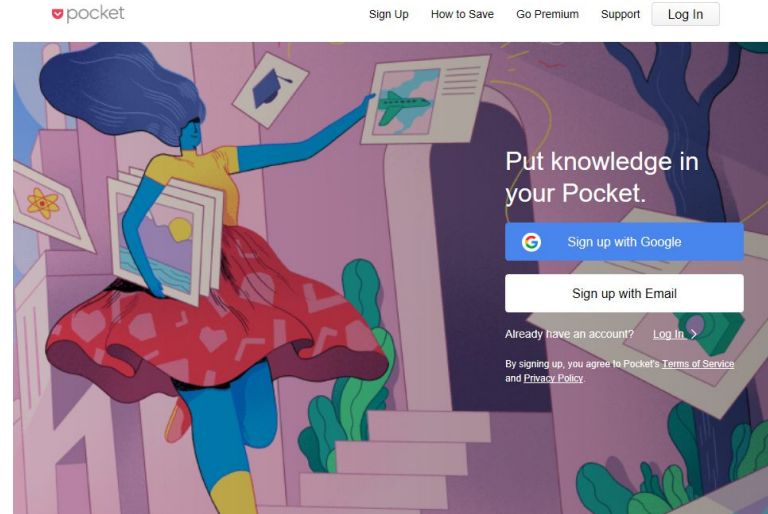


Let's Discuss Library Laughter (5 minutes)

- We all try to vent to co-workers
- Caution about sharing too much about fellow staff or library location and social media
- Someone mentioned a book written about library follies. *Quiet Please: Dispatches From a Public Librarian* by Scott Douglas
- Some parts of the movie *The Public* were funny

Challenging: Balancing Information Overload

- Have you tried Pocket?
- Founded in 2007
- Based in San Fran
- Collects and features interesting articles from across the web
- Gives you option to save any article and tag
- Can embed in your browser



Let's Discuss Information Overload (5 minutes)

- listen to Podcasts to help get new info
- Alaya's Post-it notes
- OneNote - good and bad
- Jennifer - bullet journaling. Sharrese recommends this as well.
- Jay - minimalist approach - less you write things down, the more you get done
- Christine - don't write down every detail for smaller projects
- Evernote app and website is useful for organizing notes
- rip up paper notes and throw away for satisfaction
- reading can help you get refocused, take your mind off things for a little while

Challenging: Varied Users, Varied Spaces

Come on in, all are welcome...

- The best movable furniture
- Intergenerational programming
 - Games from the past/present (Grandma Wi)
 - Computer teaching
- Book a human program
 - Get to know someone different from you
- Offer passport services – provide books for kids while they wait



MooreCo™ Sit/Stand
Dry-erase Flipper
Tables - Rectangle

Let's Discuss Varied Users, Varied Spaces (5 minutes)

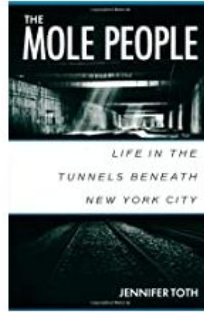
- Make the most of quiet spaces
- Sometimes you can't make everyone happy
- You can say “this time of day is noisy, as children are enjoying stories and contributing. If you'd like to visit us at a more quiet time, that might work better.
- There is a “shush-o-meter” available to buy. Gives people a visual representation of how loud the noise level is.

Challenging: People without housing and mental health needs

Come on in, all are welcome...

- Why so many now? Pew Trust Study (2016) “By one count, the nation needs an additional 123,300 psychiatric hospital beds.” NO state in the U.S. meets the requirements for adequate beds
- Ask for training and ask again...and ask again!
 - Trainer Heather helping staff in HSPLS
- Social worker coming to HSL two days a week
- Make friends with law enforcement
- Communicate with other staff and patrons
- Advocate for change at a national level

Increasing Your Perspective



The Mole People: Life in the Tunnels Beneath New York City

by Jennifer Toth | Oct 1, 1995

★★★★☆ 199

Paperback

\$12.79 ~~\$16.95~~

✓prime Get it as soon as Wed, Nov 13

More Buying Choices

\$1.36 (206 used & new offers)

Kindle

\$9.99 ~~\$13.99~~

- Book on “Mole People”
- Diana Kim’s website: <https://homelessparadise.com/>
- Count in time – be a participant or behind the scenes helper
- Make eye contact, say hello. Says you matter.

Challenging: Customer Service and Your Sanity

- Brainstorm with colleagues – discuss options, let them vent
- Lurk on websites – Facebook Group – watch out what you post
 - Library Employee Support Network ([link](#))
- Self-care – enlist family, friends, other staff

Let's get... A wellness room!



Hawaii Library Association

Published by Jessica Hogan [?] · October 3 · 🌐



Oooooo, welcome in libraries too!



NEWSDAY.COM

School creates wellness room for teachers to de-stress

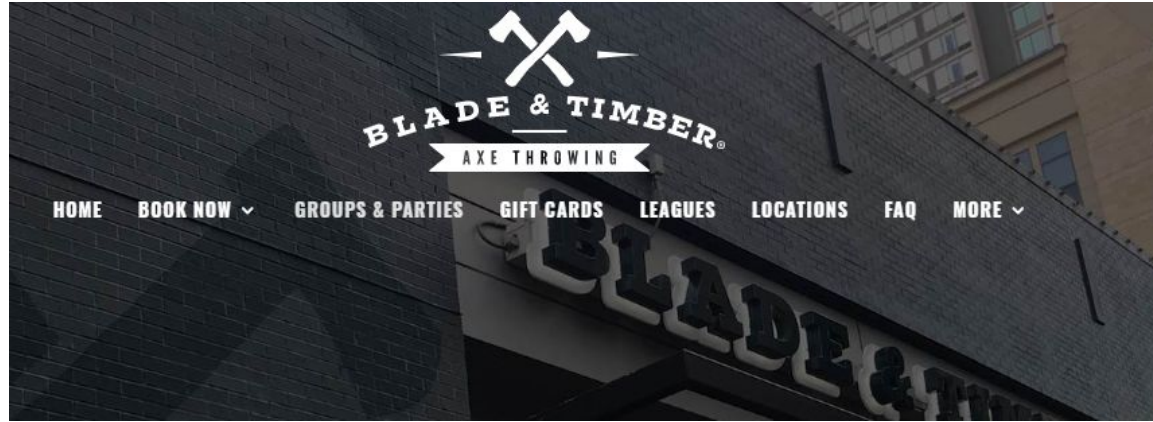
District officials are touting a newly created wellness room at Ward Melville...

Let's Discuss Customer Service and Your Sanity (5 minutes)

- Everyone agreed the nap room looked wonderful and inviting.
- Some libraries still have a cot room to rest and nurse for new mothers.
- Again, take care of yourself and make sure to do things outside of work.
- It helps if you can ban a troublesome patron who keeps disturbing the library environment.
- Be friends with law enforcement.

Strategies for Long-term Job Satisfaction

- Chucking axes???



- I Can't Get No...
 - 2017 Wash Post article = 50% satisfied, 50% not
 - All-time high - 1987 = 61.2% satisfied
- Find a hobby outside of work
- Make change unchangeable

Let's Discuss Long-term Job Satisfaction (5 minutes)

- Most of us are satisfied with our jobs and wouldn't change them.
- Most of us like the varied days and challenges.
- If you don't like public service - don't work with the public - sometimes it is as simple as that.



Any questions or comments?
Email Jessica at jessica.hogan@librarieshawaii.org
This presentation will be shared after the conference is pau.
Mahalo for coming and participating!