

Portland State University

**PDXScholar**

---

Library Faculty Publications and Presentations

University Library

---

11-5-2021

# Librarianship is Personal: Qualitative Library Practices in the Post-COVID Era

Emily Ford

*Portland State University, [forder@pdx.edu](mailto:forder@pdx.edu)*

Follow this and additional works at: [https://pdxscholar.library.pdx.edu/ulib\\_fac](https://pdxscholar.library.pdx.edu/ulib_fac)



Part of the [Library and Information Science Commons](#)

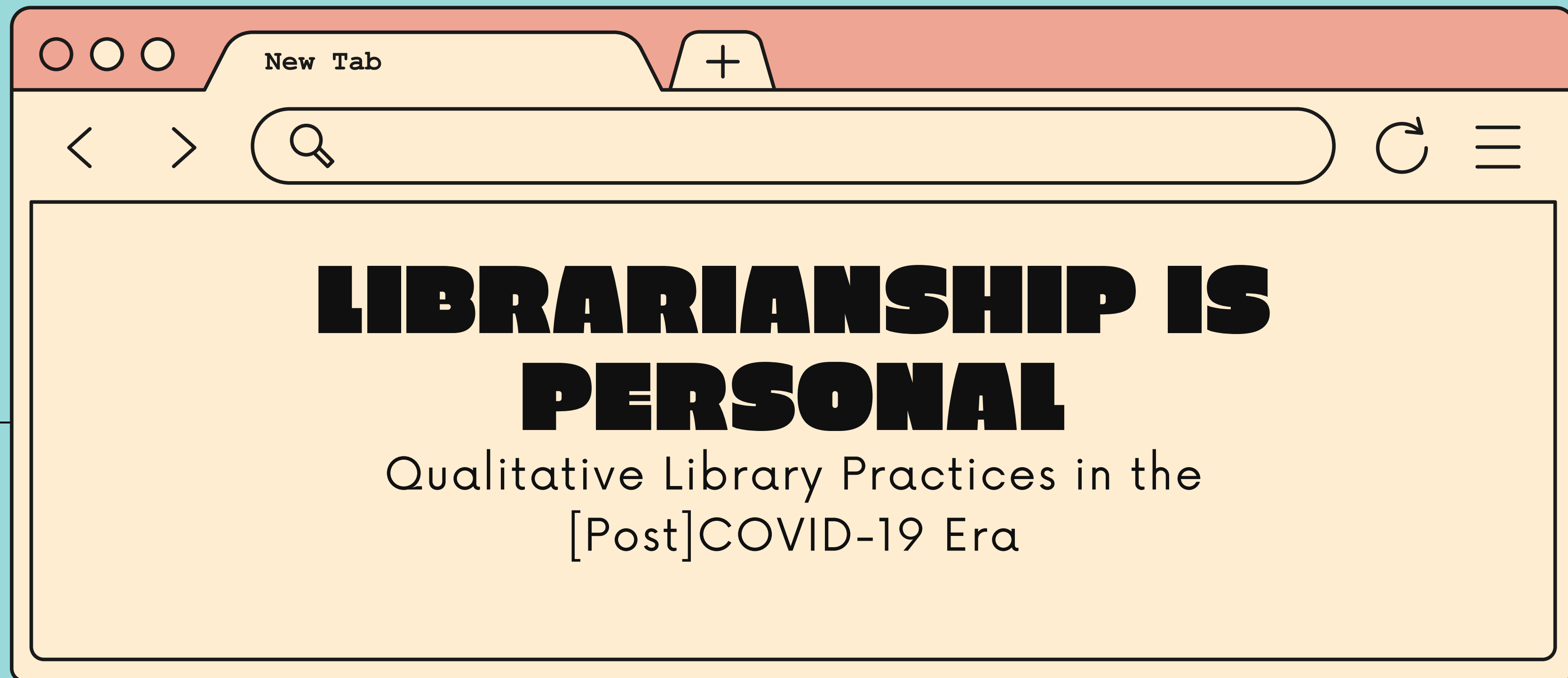
**Let us know how access to this document benefits you.**

---

## Citation Details

Librarianship is Personal: Qualitative library practices in the post-COVID era. Presented at ACRL-WA and ACRL-OR Joint Summit, November 5, 2021.

This Presentation is brought to you for free and open access. It has been accepted for inclusion in Library Faculty Publications and Presentations by an authorized administrator of PDXScholar. Please contact us if we can make this document more accessible: [pdxscholar@pdx.edu](mailto:pdxscholar@pdx.edu).



# **LIBRARIANSHIP IS PERSONAL**

Qualitative Library Practices in the  
[Post]COVID-19 Era

Emily Ford  
Urban & Public Affairs Librarian  
Portland State University  
forder@pdx.edu  
@familyr

# LIBRARIES ARE PERSONAL

~~~~~

**Atlas of New  
Librarianship -  
R. David Lankes**

~~~~~

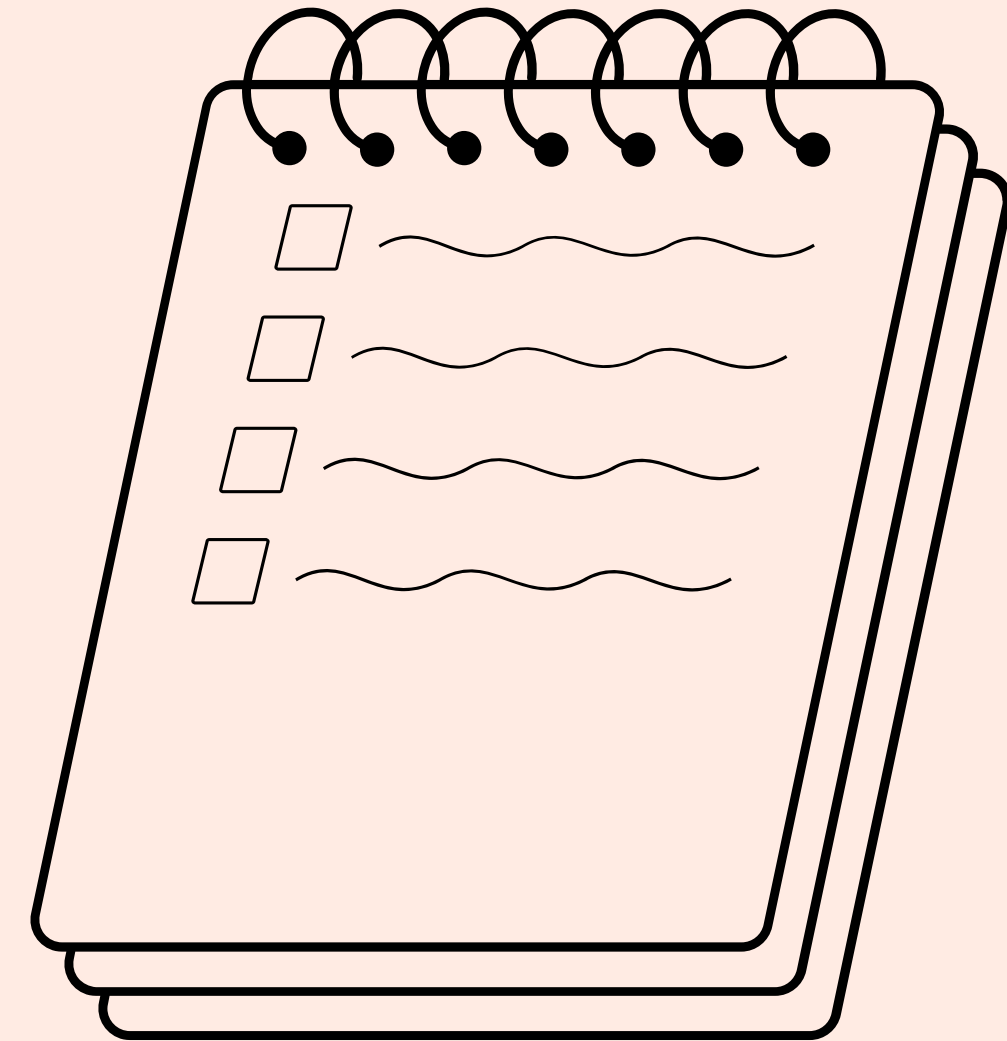
~~~~~

**Humanism and  
Libraries - André  
Cossette  
(translated by  
Litwin)**

~~~~~

# AGENDA

1	Boundary crossing; Qualitative methods and phenomenology
2	Library values and practices
3	Future Stories
4	Takeaways



# **Boundary Crossing: Qualitative methods & phenomenology**

What became more personal for you  
(or your library users) since the  
COVID-19 pandemic began?

# QUALITATIVE METHODS

~~~~~

**"...designed to explore the human elements of a given topic, while specific qualitative methods examine how individuals see and experience the world. Qualitative approaches are typically used to explore new phenomena and to capture individuals' thoughts, feelings, or interpretations of meaning and process."**

~~~~~

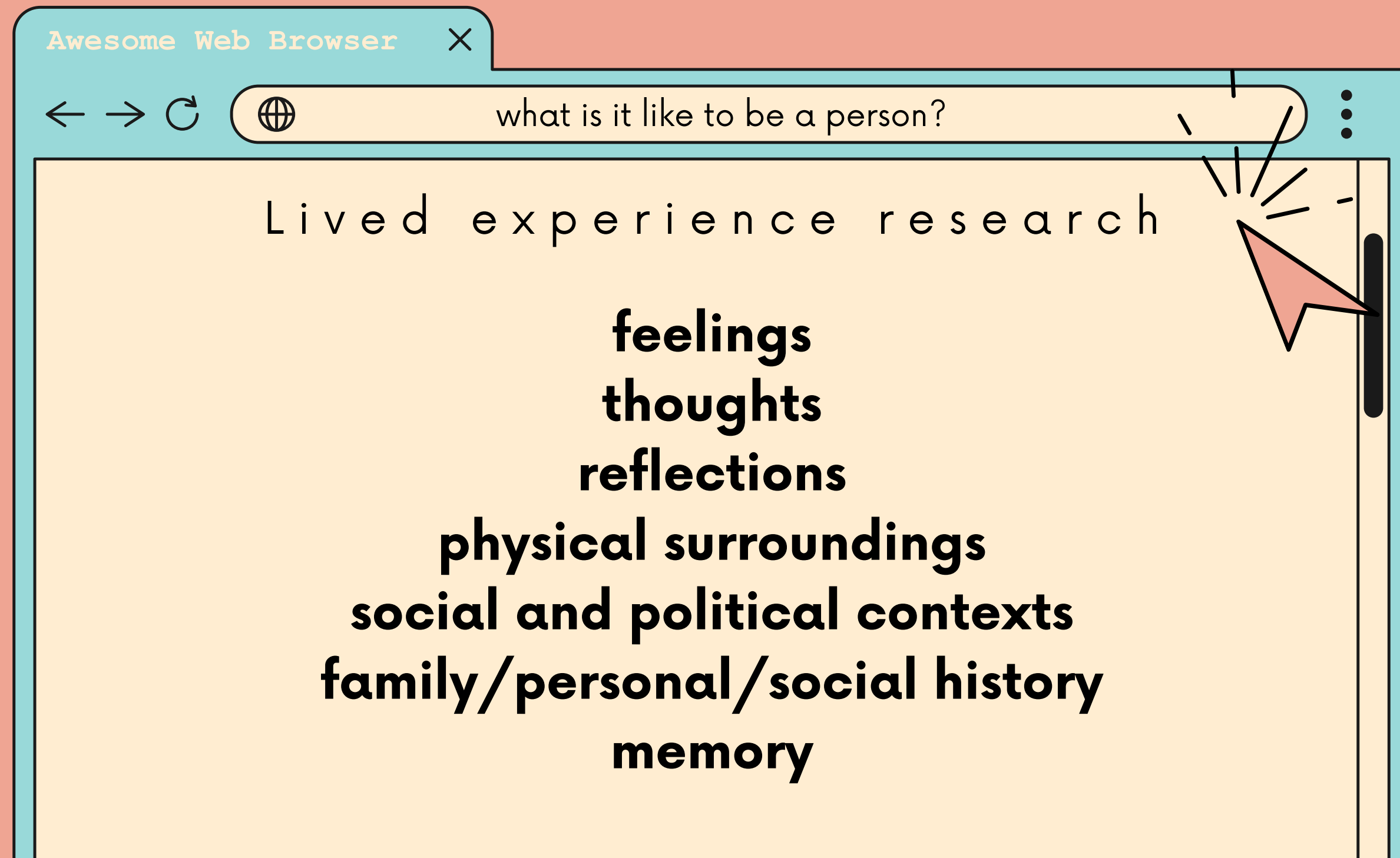
~~~~~

**Given, L. M. (2008). The SAGE encyclopedia of qualitative research methods (Vols. 1-0). Thousand Oaks, CA: SAGE Publications, Inc. doi: 10.4135/9781412963909**

~~~~~

	<b>METHODS</b>	
<b>Interviews, focus groups, observation, oral histories,</b>		
<b>photo voice, journaling, creative works, autoethnography,</b>		
<b>textual analysis...</b>		

# PHENOMENOLOGY = LIVED EXPERIENCE





# **Library Values & Practices**

What do you value about libraries?  
What do your patrons value?  
What practices honor these values?

SEEK OUT STORIES

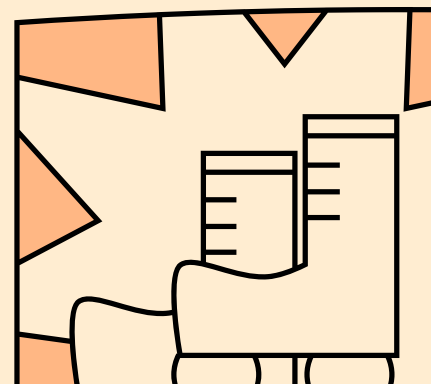
What are the stories behind our services/buildings/collections/instruction?

# Foot Washing Station Installed Last Friday Library Meets Students' Needs

Station already sees high use

[Placeholder for article content]

[Placeholder for article content]



# WHOSE STORIES?

How we collect stories influences whose stories get told

**Who are your patrons?**

**Who are \*not\* your patrons?  
Why not?**

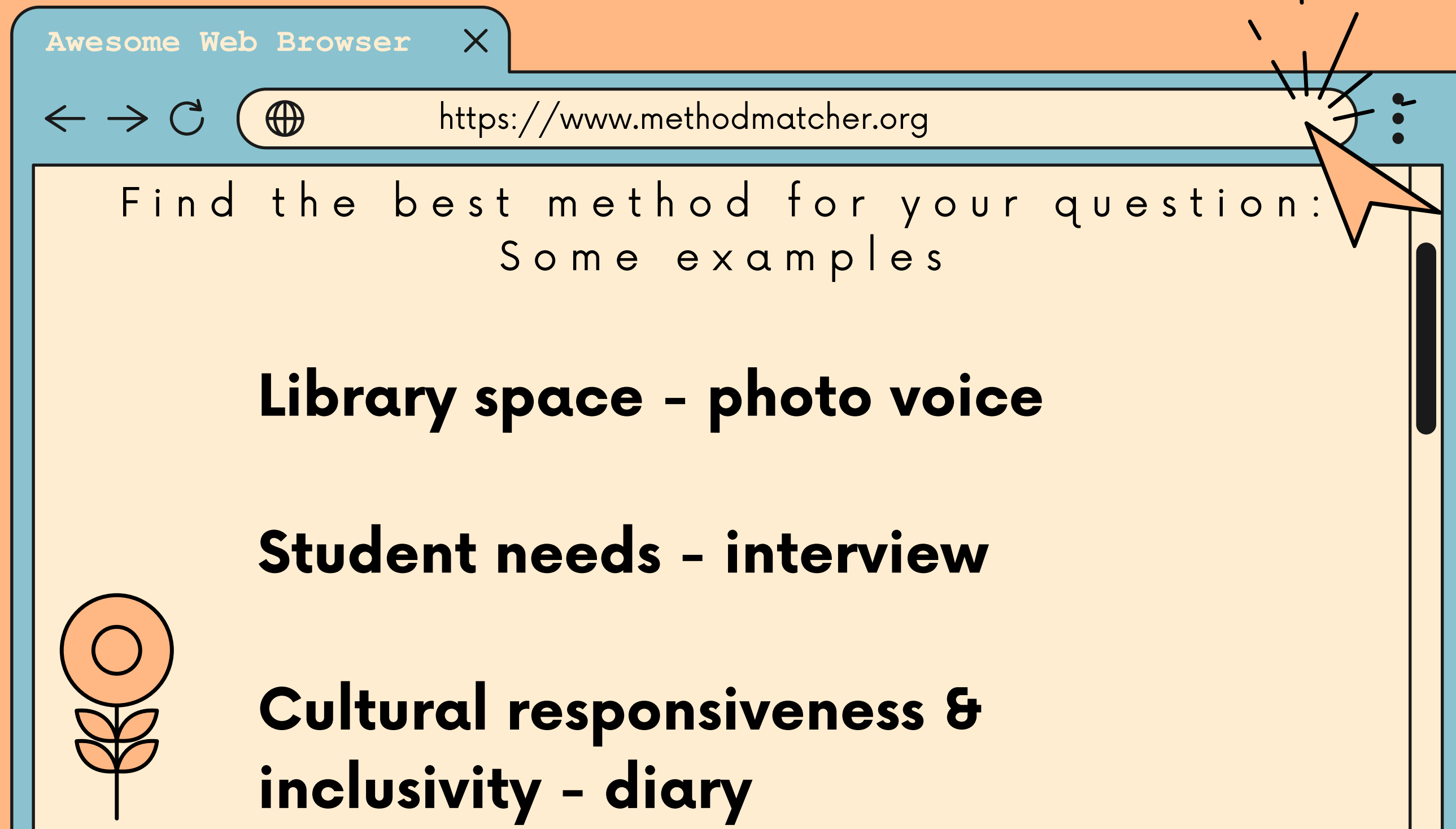
**What do you want stories about?**

**What do you want to learn?**


**How are you positioned to influence the stories gathered?**

## METHOD MATCH

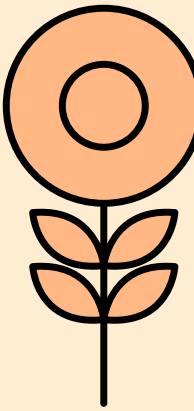
Match story gathering method to the research question AND to the people whose stories you want to hear



Awesome Web Browser

← → ↻  <https://www.methodmatcher.org>

Find the best method for your question:  
Some examples

- Library space - photo voice**
- Student needs - interview**
-  **Cultural responsiveness & inclusivity - diary**

# Future Stories

"...stories invite us not to describe the world as it is, but instead to move and live into the world with others to try to shape a future together." (2013, Adams, Jones, & Ellis)

Conclusion: Storying our Future, in Handbook of Autoethnography, edited by Stacy Holman Jones, Tony E. Adams,  
and Carolyn Ellis, 669–677. 2013 Left Coast Press, Inc.

# FUTURE STORIES

~~~~~  
**What stories do you  
want to gather?**  
~~~~~

~~~~~  
**What stories do you  
hope are told about  
your library in the  
future?**  
~~~~~

# Takeaways

What will you be taking back to your library?

## SELECTED READINGS

Awesome Web Browser



<https://emilysbibliography.org>



Adams, T. E., Holman Jones, S., & Ellis, C. (Eds.). (2016). Handbook of Autoethnography (0 ed.). Routledge.  
<https://doi.org/10.4324/9781315427812>

Benedetti, A., Jackson, J., & Luo, L. (2018). Vignettes: Implications for LIS Research. *College & Research Libraries*, 79(2), 222–236.  
<https://doi.org/10.1109/WPT.2015.7140128>

Clandinin, D. (2007). Handbook of Narrative Inquiry: Mapping a Methodology. SAGE Publications, Inc.  
<https://doi.org/10.4135/9781452226552>

Cossette, A. (2009). Humanism and libraries: An essay on the philosophy of librarianship. Library Juice Press.

Dietering, A.-M., Schroeder, R., & Stoddart, R. (Eds.). (2017). Self as Subject: Autoethnographic Research Into Identity, Culture, and Academic Librarianship. Association of College & Research Libraries.

Frank, A. W. (2010). Letting stories breathe: A socio-narratology. University of Chicago Press.



## SELECTED READINGS

Awesome Web Browser



<https://emilysbibliography.org>



- Lankes, R. D. (2011). *The Atlas of New Librarianship*. MIT Press.
- Kim, J.-H. (2016). *Understanding Narrative Inquiry*. SAGE Publications.
- Lanclos, D. M. (2016). Ethnographic approaches to the practices of scholarly communication: Tackling the mess of academia. *Insights the UKSG Journal*, 29(3), 239–248. <https://doi.org/10.1629/uksg.316>