

What have you learned during the Covid19 closures?

- 12:08:47 From Kimberly Silk : Never assume, and be ready to see the silver lining amongst the clouds.
- 12:08:48 From Amy Affelt : How little control we have over anything.
- 12:08:49 From Graham Lavender : Importance of family
- 12:08:50 From Juanita Richardson : that the organizational acceptance of WFH has been far more quickly adopted and adapted to than I would have thought
- 12:08:55 From Yasmin Khan : How quickly we can adapt
- 12:08:58 From Ilene Strongin-Garry : There's a lot of people who don't believe in science, and it's dangerous.
- 12:09:01 From Patricia Dawson : The immediate switch to zoom for instruction so quickly!
- 12:09:08 From Jane Dysart : looking at doing things diff, ie virtua confs
- 12:09:13 From Jeannie An : having all the family home and all working remotely at the sametime
- 12:09:19 From Geraldine Clement-Stoneham : I never thought my team and I would be allowed to work from home every day and everything would be just fine.
- 12:09:20 From Allison Davis : Virtual teams can work well, with increased communication and empathy.
- 12:09:21 From Leslie LaPlante : Switching to remote work was so smooth
- 12:09:30 From Sara Peters : I'm more of an optimist than I expected.
- 12:09:32 From Cindy Hill : That our organization and my team and my family are quite resilient
- 12:09:38 From Lauren Dohr : The invisible is powerful -- whether a virus we can't see or asymptomatic people -- and we can't control all
- 12:09:39 From Kimberly Silk : We are more agile and adaptive than we think!!
- 12:09:42 From Deb Hunt : Being flexible in terms of how to communicate and collaborate.
- 12:10:03 From Marydee Ojala : The amount of misinformation that can be too easily distributed
- 12:10:54 From Amy Affelt : Finding a different way to do everything that we used to do, or creating a new way to do it so there is some semblance of continuity
- 12:11:28 From Sharon Lenius : Thank goodness CIL/IL will be available. What a challenge! Still miss f2f and talking directly to exhibitor.
- 12:12:42 From Juanita Richardson : Exactly. The Organizations had to see the WFH thing was successful.

- 12:13:06 From Lauren Dohr : similar to digital transformation -- being able to pivot as needed and transform our organizations to meet current needs and conditions
- 12:14:01 From Cindy Hill : definitely about evolving
- 12:15:36 From Marydee Ojala : Does the current situation change people's attention span, shorten it?
- 12:16:00 From Jane Dysart : as Cindy says, we're evolving and I'm beginning to see it will be very long term in resetting our world
- 12:16:02 From Allison Davis : Absolutely look forward to an end, but I don't see the same normal. There will, hopefully, be new considerations for health in workplaces.
- 12:16:19 From Sara Peters : Change is always there. It just changes in volume and intensity.
- 12:16:21 From Rebecca Jones : The digital divide is REALLY evident now; it works for us, but not for those on "lite" wifi
- 12:16:38 From Kimberly Silk : Our CEO often quotes Michelle Obama: , "It's not [about] getting back on track, but it's creating my next track."**
- 12:16:50 From Sara Peters : Love that quote!
- What will you do when it is over? What do you think will occur within your organization or sector when it is over?***
- 12:18:05 From Jane Dysart : Have to focus so much more on the broader world, can't see the forest for the trees as Matt says, day to day takes over
- 12:18:37 From Jane Dysart : or no electricity
- 12:18:39 From Sara Peters : I would celebrate!!!!
- 12:18:57 From Yasmin Khan : I've had to rewire my brain to think and enjoy the present. When I pay attention to what has been consistent in my present, it helps to chart a course for what the future might hold. Thinking too far ahead can provoke anxiety.
- 12:19:17 From Kimberly Silk : I agree, Yasmin.
- 12:19:53 From Gail Fraser : Now going into the fall with no end in site, I am sometimes starting to feel tired.
- 12:20:00 From Geraldine Clement-Stoneham : I am often thinking of the circles of influence in order to manage the now, the tomorrow, and the future, which I cannot control.
- 12:21:10 From Sabah Eltareb : our notion of what's normal and expectations
- 12:21:13 From Marydee Ojala : The idea of variations in the perception of trusted information is what Amy and I were talking about this morning while planning our CIL/IL session on Futurizing Facts.

12:23:04 From Deb Hunt : I don't think we will go back to "normal". We have a once in a century opportunity to foster change. We need to take that seriously, but also think of play, and truly think differently about the future and what we want it to be.

12:25:24 From Jennifer Boettcher : At the end of the day I feel that I did little but to keep up on email. Less done with less time. How to jar myself into the "new track"?

12:27:12 From Kimberly Silk : not much change except wealth was increasingly unevenly distributed

12:28:12 From Jane Dysart : Always reminds me of what Peter Drucker said at SLA in about 92 that we should be watching what's different, the anomalies, not the common

12:28:48 From Juanita Richardson : To Kim Silk's point, the (ongoing) economic disparity has informed where we are today ... and where we will continue to be unless this changes.

12:28:48 From Marydee Ojala : For libraries, I think there has been a lot of change, but I also think it's been evolutionary, as technology has enabled greater avenues for research, for workflows, and for international working

12:29:26 From Deb Hunt : ARPANET

12:30:04 From Marydee Ojala : At BoA we had email (nternal only) in the late 70s. It was Telenet-based, I think

12:30:51 From Kimberly Silk : I first worked online as a student at IBM in the early 90s - token ring networks FTW!!

12:32:36 From Jennifer Boettcher : I have been keeping up on evolutionary change. How do I jump on having disruptive be my new normal? Is it a personal habits or new set of friends/sources?

12:33:44 From Kimberly Silk : Identifying who the protagonist is isn't as obvious (to some) as it used to be. Who can be trusted? Tough to determine "truth" and authority -- especially when Intellectual Freedom challenges our personal values and beliefs

12:33:59 From Jennifer Boettcher : To be a hygienist means you are a filter too. I bring in my bais

12:34:15 From Sabah Eltareb : and perceptions and the lens through which information is digested also plays a role. Language is so powerful and the nuances impact the ability to engage in civil discourse.

12:34:23 From Kimberly Silk : In public libraries, we are really struggling with defending intellectual freedom that we may disagree with

12:34:50 From Marydee Ojala : I find it frightening that the belief that the earth is flat is growing in the number of people who do actually think that is true

12:34:59 From Kimberly Silk : (I bundle intellectual freedom with freedom of expression)

12:35:00 From Jane Dysart : How do we get diversity of thinking

12:35:57 From Juanita Richardson : Not sure how I could reconcile ideas that are specifically OPPOSED to scientific evidence - particularly regarding health care.

12:36:23 From Kimberly Silk : I try to say "informed by data" because sometimes the data doesn't give all the answers; environmental & political conditions can't always be quantified in data

12:36:24 From Richard Huffine : and we need to make our assumptions explicit..too often, that's what trips up our analysis.

12:36:42 From Sara Peters : There is so much information now that people (broad sense) prefer to not think critically. It requires them to do research and being uncomfortable in reading items that they disagree with. They just want it easy, digestible, and what they want to believe

12:36:51 From Cindy Hill : Even at a pragmatic level, just by curating our newsletter, selecting one article over another, is our opportunity to inform our colleagues about the different, diverse points of view. Especially in our "Commentaries and Opinions" section. Occasionally a colleague will question our choice - mostly because they don't agree with the author.

12:38:59 From Yasmin Khan : When I work with data, I look at patterns and trends. But without validating the data with people, you cannot understand intent or cause, only connections or correlations. Hopefully with validating the data with people, you can use both to make estimated projections based on various views of quantitative and qualitative data to understand the story.

12:40:25 From Jennifer Boettcher : We should also ask informer give us a % of how much they feel this is right?

12:40:28 From Geraldine Clement-Stoneham : The way people interpret information is so different and that is the challenge. Facts are not enough, it also has to be about story telling, and scientists have not been that good at doing this and engaging with the public, (lots of reasons for that) but those disseminating myths and fake news are good at telling a story that makes it more believable.

12:41:13 From Yasmin Khan : I somewhat disagree Matt. We are not necessarily performing research, but we troubleshoot and provide advice on what resources can provide better starting points so that people can save time on research tasks and get to analysis. In various fields, the librarian does not have the credentials to perform analysis (i.e. doctors, lawyers etc.)

12:42:19 From Jane Dysart : And yet there are financial libraries/info centers hiring MBA's to do the analysis and data visualization

12:43:15 From Yasmin Khan : Yes. Kabuki!

12:44:21 From Yasmin Khan : It's all about your point of entry or entries into information.

12:44:56 From Jennifer Boettcher : Who should teach about bias, it's not in the bschools?

12:46:04 From Marydee Ojala : Jennifer, does your bschool have an ethics course?

12:46:41 From Jennifer Boettcher : Yes,

12:47:15 From Jennifer Boettcher : I need to look at the course, maybe give some suggests.

12:47:20 From Kimberly Silk : Public schools in Ontario (gr 5) teach media literacy including understanding bias of advertising

12:48:20 From Richard Huffine : we've also seen providers seeking third party indemnification to protect them from being responsible for bias, errors, and missing information upstream.

12:48:37 From Jennifer Boettcher : who are they?

12:51:17 From Lauren Dohr : love the idea of "media literacy" -- similar to asking "who says?" to get a their point of view to weigh it -- and also gather other sources

12:51:19 From Jennifer Boettcher : you all my tribe

12:52:52 From Rebecca Jones : Type your questions in for Matt

12:52:53 From Richard Huffine : it was not just the south. segregated libraries were nationwide through the 1960s.

12:53:32 From Lauren Dohr : Can a follow up to this talk include all the recommended/referenced authors or speakers? Would very much appreciate it!

12:53:51 From Jane Dysart : Yes elements of our future are here now, but we may not recognize or see; looking wrong way

12:54:40 From Jane Dysart : I love the emphasis on value of relationships

12:55:28 From Yasmin Khan : we also need the freedom to create relationship without interference so we can explore and find creative solutions

12:55:45 From Jennifer Boettcher : more like monopolies

12:56:19 From Yasmin Khan : I totally agree about vendors. We have a lot of cooperative relationships but there are vested interests on both sides between clients and vendors..

12:57:18 From Jennifer Boettcher : yes Yasmin!

12:58:43 From Deb Hunt : I am signing off to attend a work meeting, but truly enjoyed this wonderful conversation. It has me thinking about so much. It was a wonderful start to my day. Thank you Jane and Rebecca!