



Conflict Management for Libraries: Strategies for a Positive, Productive Workplace

Jack G. Montgomery, Eleanor I. Cook

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While projecting a calm and peacefulness, libraries are not immune to workplace stress and conflict. In a research survey conducted over three years, the authors asked, "What are the common causes of workplace conflict in libraries?" From the results of the study, as well as formal and informal observations, the authors have developed 17 scenarios of library workplace conflict, along with realistic ways to manage them. Drawing on these stories from the trenches, expert counsel from a human resources counselor and managerial consultant, and their own years of experience, the authors share three distinctive points of view for a balanced perspective to reconcile even the stickiest situation. They offer an array of tools to create a positive working environment, stay on track with achieving goals, and live the mission of the library. Helping to build a healthy working environment, they supply the necessary tips to help you: Understand the roots of conflict that typically arise every day in libraries; Anticipate and prepare to manage problems when they appear; Use appropriate strategies to work successfully with all parties; Choose from a variety approaches to dissipate conflict; Library administrators, directors, managers, and supervisors in any library setting will find a valuable framework for understanding, interpreting, and defusing workplace conflicts using these library-specific examples.

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