

ADVANCES IN LIBRARY ADMINISTRATION AND  
ORGANIZATION VOLUME 37

# EMOTION IN THE LIBRARY WORKPLACE

EDITED BY

**SAMANTHA SCHMEHL HINES**

*Peninsula College, Port Angeles, WA, USA*

**MIRIAM L. MATTESON**

*Kent State University, Kent, OH, USA*



United Kingdom – North America – Japan  
India – Malaysia – China

# CONTENTS

LIST OF CONTRIBUTORS	vii
EDITORIAL ADVISORY BOARD	ix
PREFACE	xi
A PRIMER ON EMOTIONS IN THE WORKPLACE <i>Miriam L. Matteson</i>	1
THE POTENTIAL OF MINDFULNESS IN MANAGING EMOTIONS IN LIBRARIES <i>Brian Quinn</i>	15
ASSOCIATIONS BETWEEN AFFECT, PERSONALITY, AND JOB SATISFACTION AMONG LIBRARY EMPLOYEES: EFFICIENT AND ETHICAL ASSESSMENT OF LIBRARY STAFF <i>Barbara M. Sorondo</i>	35
CONSTRUCTING AUTHORITY IN PROFESSIONAL PRACTICE: PERSONAL REFLECTIONS <i>Ruth Wallach</i>	57
AVOIDING BURNOUT <i>Margaret Hogarth</i>	71
INTO THE WEEDS: EMOTIONS AND DESELECTION IN THE LIBRARY <i>Lindsey Reno and Megan Lowe</i>	99

EMOTIONAL INTELLIGENCE: A FRAMEWORK FOR THE COMPETENCIES AND TRAITS OF REFERENCE AND USER SERVICES LIBRARIANS <i>Terri Summey</i>	129
LEGACY PRACTICES: IMPLICATIONS FOR LEADERSHIP <i>Deborah Gaspar and Kelly Hayden</i>	147
USING CIVILITY IN THE FORM OF MINDFUL SPEECH AND ACTION TO CULTIVATE EMPATHY AMONG LIBRARY EMPLOYEES <i>Wendy C. Doucette and Rebecca L. Tolley</i>	167
LET'S TALK ABOUT HOW WE TALK: COMMUNICATION AGREEMENTS IN THE LIBRARY WORKPLACE <i>Kabel Nathan Stanwicks</i>	189
THE ROLE OF INTENTIONAL REFLECTIVE PRACTICE AND MINDFULNESS IN EMOTIONAL SELF-REGULATION FOR LIBRARY ADMINISTRATORS <i>Jolene M. Miller</i>	203
AFTERWORD	231
ABOUT THE AUTHORS	237