Sam A. Vander Kooy (student)
University of Western Ontario, London, Ontario, Canada

The clamour for change: A thematic analysis of the #ProtectLibraryWorkers movement (Paper)

Abstract or Résumé:

This paper examines library workers' experiences, concerns, and self-described needs throughout the COVID-19 pandemic via the #ProtectLibraryWorkers movement to establish what kinds of supports library workers require to successfully handle community-wide crises. Utilizing thematic content analysis methodology, 600 randomly selected tweets from the first two years of the movement were analyzed, resulting in the emergence of eight primary themes and 30 sub-themes. Among these findings is a clear and present need for library researchers to reconsider the types of questions they are asking when it comes to investigating how library workers are impacted by crises.

1. Introduction

The desire for information, guidance, and comfort during a community crisis often leads people to the doorstep of their local public library, a phenomenon so well established that the United States Federal Emergency Management Agency (FEMA) formally recognizes public libraries as essential community organizations "uniquely primed to provide a standard of services that can enhance disaster recovery" (Veil & Bishop 2014, 721). However, despite admirable work following numerous floods, hurricanes, earthquakes, and other crisis events, public libraries were never intended to serve as crisis support centers. Additionally, public libraries have been cast as society's new social safety net, increasingly handling questions about "housing, immigrant support services, governmental forms, and job skills" and "grappling with difficult questions regarding homelessness, poverty and public space" (Freeman 2017). Neither role is something library workers train for, have explicit mandates for, or receive sufficient governmental and financial support for. Yet, their communities have come to expect them to fulfill these roles.

Recently, the COVID-19 pandemic has forced public libraries to operate during not only an extended public health crisis, but an economic one as well. This has put added pressure on library workers, as local governments demand they assist with response efforts, like distributing testing kits, while at the same time the public demands they provide the same level of in-person social services as before restrictions went into place, with neither group acknowledging that such demands place library workers at risk.

A lot of research has been done exploring how public libraries can best serve their communities in both a crisis response capacity and social safety net capacity, but little of it provides opportunities for library workers to talk about their lived experiences and how the mantras of "do more with less" and "be all things to all people" are harming the profession. Thus, this paper seeks to establish through library workers' own experiences, concerns, and self-described needs

what kinds of supports they believe are most necessary to successfully handle community-wide crises.

2. Background

2.1 COVID-19 & Library Workers

The COVID-19 pandemic has had a significant and lasting impact on library workers, especially within the public sector. While originally able to be paid to stay home or work from home, prolonged closures and financial pressures on municipalities ultimately resulted in substantial layoffs, with part-time, paraprofessional, contract, and student employees being hit hardest (Peet 2020). Alongside concerns about job loss library workers also had to "manage the emotional and physical demands of the pandemic within their own family situation" as well as their anxieties related to their personal health and safety when in-person services resumed (Stevenson 2022, 365-6). Overburdened and unstaffed, many library workers experienced profound amounts of stress and trauma throughout the COVID-19 pandemic.

2.2 #ProtectLibraryWorkers

#ProtectLibraryWorkers was first used on April 10th, 2020 in response to shifting concerns within the U.S. and Canadian library worker communities regarding job loss and unsafe reopening practices during the ongoing COVID-19 pandemic (Protect Library Workers n.d.). It emerged from the #CloseTheLibraries movement, which advocated for library closures during the early days of the pandemic. The hashtag swiftly grew into its own movement that sought to ensure all library workers (librarians, assistants, pages, technicians, etc.) had access to continuous employment and safe working conditions despite government and administrative efforts to lay off, furlough, and/or forcibly deploy library staff (Gormley 2020). Use of the hashtag raised awareness[1] about how library workers were being treated and how they felt "undervalued, at risk, and ignored in the wider conversation about COVID-19" (Phillips 2021, 250). By promoting #ProtectLibraryWorkers across social media platforms, library workers hoped to support one another and make their voices heard.

3. Methodology

The goal of this study is to examine the content of the #ProtectLibraryWorkers participants' Twitter posts[2] to better understand what library workers require to successfully handle community-wide crises.

3.1 Data

Using Twitter's Advanced Search function to filter for all tweets containing the hashtag #ProtectLibraryWorkers between April 10th, 2020 and April 30th, 2022, screenshots for 3,938 tweets were obtained. Additional tweets linked to them through Twitter threads were also captured to ensure as little context as possible was lost. This likewise applied to articles, blog posts, petitions, etc. that were referenced or shared within the tweets. In order to conduct an in-depth qualitative analysis, a sample of 600 tweets (15%) – 300 from the beginning of the movement and 300 from its second year – was selected for coding. The tweets were selected

using disproportional stratified random sampling. All data related to individual participants' Twitter handles, geo-location, and demographic information contained in their user profiles or self-reported in their tweets was ignored for this study and has been stripped from example tweets.

3.2 Coding

This study's analysis was guided by Braun and Clarke's (2006) six-phase thematic analysis methodology. Using an inductive approach, the sample tweets were numbered[3] and transcribed so the researcher could become familiar with the data. Initial codes were then generated, with larger themes eventually emerging by using thematic mapping (Braun and Clarke 2006, 89-91). These themes were continuously reviewed and compared throughout the rest of the process, with memos being employed to promote intentional reflexivity. Additionally, during this process a codebook was developed that included definitions, samples, and guidelines for applying each code (see Appendix). All tweets were coded a minimum of three times as the themes were refined.

4. Findings

During the thematic analysis of the #ProtectLibraryWorkers tweets, eight primary themes, containing a total of 30 sub-themes, emerged. For example, the theme *Job Security* contained four sub-themes connected to library budget cuts, library workers being furloughed or laid off, library workers needing to justify their job's value, and library workers' concerns over not being paid a living wage. However, in some instances, tweets that were a public reply to another Twitter user lacked enough context to code for a theme (Figure 1). These tweets are labeled *Unknown*.

Figure 1
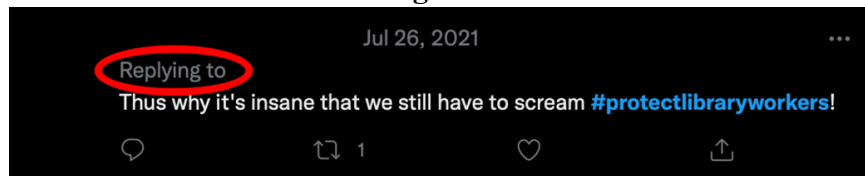
Additionally, many of the tweets were coded as having two (or in some rare instances three) content themes as each of the themes were equally represented within the tweet's contents. For example, Figure 2 clearly highlights concerns regarding patrons masking (*Health & Safety*, sub-theme *Patron*) and the need for a policy to require masking before reopening (*Policy*, sub-theme *Safety*).
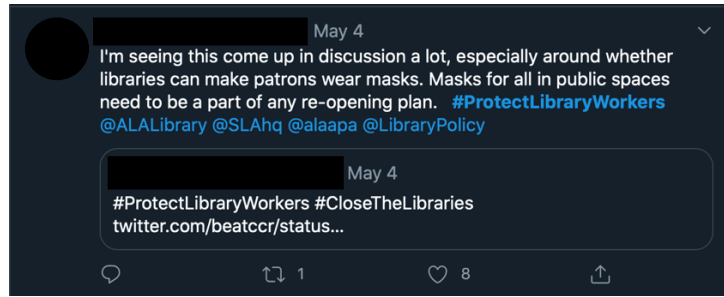
Figure 2

Table 1 provides a list of all content themes and sub-themes, their frequency of occurrence, and the percentage of overall data that frequency represents.

Table 1: Content Themes & Sub-themes					
Theme	**Frequency**	**Percentage**	**Sub-theme**	**Frequency**	**Percentage**
Policy Issues	183	25.9%	In-Person	112	58.3%
			Safety	54	28.1%
			Extra	18	9.4%
			Privilege	8	4.2%
Health & Safety	134	19.0%	Measures	52	37.4%
			Patron	51	36.7%
			Situation	19	13.7%
			Leaving	9	6.5%
			Mental Health	8	5.7%
Advocacy Work	121	17.2%	Library Workers	61	49.2%
			Organizations	37	29.8%
			Union	13	10.5%
			How-to	8	6.5%
			Self	5	4.0%
Leadership Frustrations	114	16.2%	Toxic Practices	32	27.3%
			Misunderstanding	31	26.5%
			Dismissive	29	24.8%
			Communication	14	12.0%
			Discrimination	11	9.4%
Job Security	75	10.6%	Loss	53	67.9%
			Cuts	16	20.5%
			Value	7	9.0%
			Wage	2	2.6%
Collaborative Efforts	26	3.7%	Survival	25	96.2%
			Regular	1	3.8%
Countervailing Attitudes	19	2.7%	Leadership	10	52.6%
			Advocacy	5	26.3%
			Patron	4	21.1%
Public Frustrations	17	2.4%	Indifference	9	52.9%
			Romanticism	8	47.1%
Unknown	16	2.3%	Unknown	19	100%

5. Discussion

Many of these findings are not unique. A study done by Stevenson (2022) into the experiences of library workers following the spring lockdown of 2020 found similar themes surrounding health and safety protocols; organizational communication; and personal feelings, perceptions, and assumptions. One theme that goes unaddressed in Stevenson's study, however, is *Job Security*. Although evident in some of Stevenson's example responses, "Skeletal staff leaves me exhausted" (R#114) and "…now we're understaffed" (R#35) (Stevenson 2022, p.372), it is not discussed. Job Security, however, is important to acknowledge as the influence job loss has had and continues to have on libraries is great. For instance, in terms of the workforce, a lack of job security creates an ideal environment for stress and anxiety (Pappas 2020) and the additional workload on those who remain results in higher rates of compassion fatigue and burnout (Hargreaves 2020; Dixon 2022). In terms of the communities library workers serve, a loss in workforce often means those communities are underserved and deprived of necessary resources, particularly in Black and other minority communities (Yangni 2020).

These findings are also not unique to the COVID-19 pandemic. As members of the communities they serve, library workers are often impacted by the same floods, hurricanes, and fires that affect their patrons. For example, in the aftermath of Hurricane Katrina, the director of the Plaquemines Parish Library reported that "the homes of 10 of her 12 library staff [were] either flooded or gone" (Eberhart 2005). This means *Health & Safety* concerns are not only top of mind for patrons during a major crisis, but also for library workers.[4] Likewise, *Job Security* is a concern following any crisis, as the amount of damage a flood, hurricane, or fire can inflict on a building, particularly one filled with fragile items like books and technology, often results in exorbitant repair costs. These costs can easily lead to cost saving measures that include budgetary cuts, layoffs, and/or reduced wages. For example, when the public library in Cedar Rapids, IA flooded along with the town in June 2008 the damage was so extensive that a new facility was required. FEMA promised to reimburse 90% of the cost of the new facility, but not for two to four years. This left the library overextended and underfunded as it struggled to continue providing its community with desperately needed services following the flood. Unfortunately, this situation eventually led to layoffs (Barry III, 2009; Fialkoff, 2009). However, much like library workers during the COVID-19 pandemic pushed back and advocated for their rights be safe and employed (*Advocacy Work* theme), this experience led library workers from the Cedar Rapids Public Library to begin a two-year lobbying campaigned, with the backing of several U.S. Senators, to have FEMA change the definition of what it considered essential to a community. Eventually, their advocacy work led to FEMA amending the Stafford Act in December 2010 and declaring public libraries essential services (DeNovo, 2011; Veil & Bishop, 2014). Still, it is worth noting that although libraries' status in the U.S. as essential services does enable funding to be allocated by FEMA more quickly, that does not necessarily translate into more job security, as municipalities, which often also suffer extensive damage during a crisis, ultimately hold the final say on what their library's budget will look like after the crisis has passed.

One discovery in the data that is also worth highlighting is the low frequency for the *Extra* sub-theme. Accounting for an overall frequency percentage of just 2.5%, it is surprising that this aspect, which is the subject of numerous articles and studies within the LIS field (Featherstone et al. 2008; Zach 2011; Brobst et al. 2012; Featherstone 2012; Bishop & Veil 2013; Veil & Bishop

2014; Cottrell 2015; Alajmi 2016; Corbray 2017; Liu et al. 2017; Han 2019; Stricker 2019; Vander Kooy 2019; Brown 2020; Ford 2020; Hughes & Santoro 2021; Ostman 2021; Vander Kooy 2021), is not higher. In fact, early surveys of library workers from major library associations like the American Library Association (ALA), the Public Library Association (PLA), the Ontario Library Association (OLA), and the Manitoba Library Association (MLA) focused heavily on the extra activities and responsibilities library workers were undertaking during the pandemic (ALA, 2020; PLA, 2020; OLA, 2020; MLA 2020). Examples of this include, how were library workers communicating with patrons, what services were being expanded, what types of virtual programming were they creating, and so on. Undoubtedly the fact that library workers themselves do not worry excessively about the types of extra duties they provide during crises should have researchers reconsidering the types of questions they are asking when it comes to investigating how library workers are impacted by crises.

6. Limitations

It is worth noting that the #ProtectLibraryWorkers movement is not necessarily representative of all library workers. Although data gleaned from the use of additional hashtags suggests library workers from many disciplines participated in the movement, it cannot be known what percentages they represent, what countries they work in, or what positions they hold within their organizations.[5] Moreover, Twitter has a documented uneven distribution in its users. In a 2019 study the Pew Research Center found that Twitter discourse is dominated by 10% of users who tweet up to 80% of the platform's content (Pew Research Center, 2019). Thus, it is likely this data contains some biases.

7. Conclusion

Overall, this paper demonstrates that library workers are less concerned with being asked to provide necessary response services during crisis situations and more concerned with their personal health and safety, effective communication with leadership, and job security. This underscores the fact that more needs to be done to address the incredible asks society is making of library workers, especially during crisis situations. Libraries can and do have a lot to offer when it comes to ensuring their communities are resilient enough to withstand crises, but that should never come at the personal expense of library workers physically, mentally, emotionally, or financially. We need to find solutions – especially in terms of policy – that empower library workers instead of overburdening them because the costs of doing nothing are simply too high.

8. Links to Conference Theme

This paper fits the conference's theme by calling researchers to reimagine what crisis management research in the LIS field should entail.

Endnotes:

1. Admittedly primarily among a library-centered audience on Twitter.
2. The social media platform Twitter was chosen for this study because it is where #ProtectLibraryWorkers originated and where the majority of participants chose to share their experiences and concerns as well as information and resources.
3. Giving the tweets a reference number enabled the researcher to locate and analyse any related tweet threads for further context on an as-needed basis.
4. Admittedly, in the case of COVID-19, the danger to library workers substantially increased, as they were forced to work in close contact with the public for long hours, usually without adequate protective measures or policies. Moreover, the politicization of masking meant library workers were at increased risk of harassment, threats, and violence whenever they tried to enforce the policies or restrictions that were in place.
5. However, the contents of the tweets examined suggests participants were largely public library workers from the U.S., U.K., and Canada who held non-administrative positions.

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Appendix:

Table 2: Codebook		
Themes & Definitions	**Subthemes & Definitions**	**Example Tweets**
Policy Issues Tweets containing content that discussed or demonstrated library workers' concerns over specific policies being implemented	**In-Person** Concerns related to being open to the public in any sort of in-person fashion (ie: curbside, reopening, etc.)	"They should have closed the libraries way before the 23/3, they put library workers and users health at risk by not doing so and they'll be doing the same if they decide to reopen them too early and/or without proper risk assessments." "Is the library busy? If yes, it is not safe and should be closed. Is the library empty? Then we don't need to be open during a pandemic!"
	Safety Concerns related to policies that appear to neglect library workers' concerns related to safety (ie: no mask mandates, no restrictions, not disclosing positive test results among coworkers, no prioritizing or mandating of vaccine/booster shots, etc.)	"World Health Org: We're entering a 'very dangerous period' in the COVID pandemic, masks are recommended indoors Libraries: Hey everyone! We're fully open now! Masks only if you want them!" "Mask wearing should be mandatory (excl exemptions) in all public buildings and areas, and that includes public libraries. Public libraries aren't some magical place where the virus hangs around outside the entrance because there's an invisible virus barrier"
	Extra Concerns related to the addition of duties outside the purview of library workers' normal duties (ie: being used as testing sites, providing public health information, etc.)	"So those Library Workers who are now handing out covid test kits to the potentially symptomatic public are fully vaccinated, have adequate supplies of PPE, are not CV/ECV and will have the full support of policy makers/funders right" "Today I directed 100s of patrons to pick up rapid tests, handed out PCR tests till we ran out, answered phone re test supply, listened to an unmasked toddler with a hacking cough who was there for 5 hours, confirmed I do not PERFORM the COVID test for you…"
	Privilege Concerns that specific policy choices are being made because patron expectations are being prioritized over staff concerns/interests	"In a world overbrimming w born digital information, when you can get info via remote access, when people who should know better insist libraries serve physical books at the expense of others' health and lives – wow! gives new meaning to privilege, entitlement" "My best friend describes curbside as 'We're prioritizing the comfort of the privileged for the safety of the vulnerable' and its honestly the best description I've heard." "My library opened this morning. We hit capacity at noon. And where is our director? Working from home."
Health & Safety Tweets containing content that discussed or demonstrated concerns over library workers' health and/or safety at work	**Measures** Concerns regarding inadequate health and safety measures, such as lack of PPE, proper risk assessment, policy enforcement, etc.	"Additionally, how is [library's acronym] planning to enforce the restrictions (mask, physical distancing, staying outside until they call) noted on the website?" "A victory in the fight for PPE. It has only taken a year of the pandemic but each staff member was issued with one (1) reusable cloth mask today. Not even enough to cover a single shift. If you don't laugh you'll cry."
	Patron Concerns regarding patrons' disregard for masking and other health policies and/or concerns regarding patron violence and harassment towards library workers	"A show of hands how many people would expect the patron to go directly in front of the librarian w/o the barrier? *raises hand* This is no #protectlibraryworkers" "I'm very concerned about the potential for harassment and violence directed against our public library colleagues."
	Situation Concerns regarding rising COVID case numbers and staff shortages due to illness [*usually in relation to the continuation of in-person services*]	"Woke up coughing & feeling pretty rough so took a test & it's negative but there's been an outbreak (4 staff) in my library and everyone including me is worried & anxious. This must be happening in many libraries up and down the country." "Councils/Library Services should be cancelling ALL in-person events/activities/outreach NOW, it's unsafe and irresponsible when #OmicronVirus is ripping through communities"
	Leaving	"Some other good people are choosing to sit this out, or leave altogether, and I am sad/mad."

	Library workers choosing to leave rather than continue to work given the current situation (speaks to them prioritizing their own wellbeing and safety)	"I am leaving the library world, but I will continue to speak out for library workers. You all matter."
	Mental Health Concerns regarding library workers' mental state (ie: burnout, exhaustion, compassion fatigue, etc.)	"A crucial part of any strategy to reopen libraries should be the mental health/wellbeing of library workers. Many will be traumatized by Covid, the lockdown & the thought of returning to potentially unsafe work environments."
Advocacy Work Tweets containing content that discussed or demonstrated a party's advocacy work	**Library Workers** Advocacy work done on behalf of library workers, but not by an organization	"Dear Library Workers Please feed any concerns, experiences etc back to me re the new face covering restrictions and I'll raise them with other Taskforce members. Stay safe"
	Organizations Advocacy work done on behalf of library workers by an organization (can be a union)	"It's not perfect, but it's something. Kudos to [library association] for issuing a statement urging employers to retain librarians and information professionals. [link to statement] Don't know if it'll work, but it's more than any other library association right now."
	Union Advocacy work promoting and/or undertaking the process of unionizing	"Kalamazoo Public Library aides, custodians unionize and demand higher wages, equitable treatment [link to article]"
	How-to Author's advice on how library workers can better self-advocate	"From my own experience and the feedback I'm getting from other services covid is currently rife in Public Libraries so I'd advice all staff to take precautions and to familiarize themselves with Sec44 of the ERA 1996 – stay safe and take care"
	Self Advocacy work done for the author's own benefit	"Yesterday I used Sec44 & told management that I wouldn't be doing any in-person activities/events for the foreseeable future due to #Omicron I'm hoping that when I go in today my council will have finally made the decision to cancel them"
Leadership Frustrations Tweets containing content that discussed or demonstrated the lack of support library workers received from management, governing bodies (boards, trustees, associations, etc.), the government (local and/or federal), unions, and the media	**Toxic Practices** Frustrations resulting from multiple subthemes within the "Leadership Frustrations" theme and/or the use of Vocational Awe to describe library workers' frustrations	"The health & safety & wellbeing of Library Workers is paramount, we can't support our communities if we're exhausted, burnt-out or ill. Ditch the vocational awe." "One of the best library systems in the US used to be [library's twitter handle]. I've observed them for nearly 4 decades of my professional career. I have a county library card. But they have dropped considerably in my eyes w/ their handling of staff & COVID-19."
	Misunderstandings Frustrations resulting from leadership using stereotypes about libraries to justify their policies and/or practices	"Hello, unless you are riding in a pontoon boat with dozens of people touching all the surfaces and handing you things they have touched, methinks libraries are riskier than PONTOON BOAT RIDES. Fools." [*referencing a policy document outlining risk levels for various activities*] "How long before we hear 'if libraries can stay open during wartime then surely they can stay open during a pandemic'" [*referencing the war in Ukraine*]
	Dismissive Frustrations resulting from library workers having their concerns dismissed and/or unacknowledged (or believing this will happen (ie: no faith in leadership))	"Hey #LibraryLeadership #LibraryManagement, when your #LibraryStaff #LibraryWorkers #Librarians express concerns/fears about their safety the answer is never to dismiss them out of hand. Esp in a pandemic. Your workers are valuable assets—act like it."
	Communications Frustrations resulting from leadership's lateness of communication and/or lack of communication or consultation with library workers regarding decisions that directly affect them	"I'm furloughed & have no idea what my library district is doing to support our patrons during our closure. PT staff is totally cut out of this process. It's disorientating and very disappointing/upsetting. PT could contribute to this moment, if we were supported & valued." "@ALALibrary maybe now is the time to say something about the furloughs/layoffs in more than 20 states? You could even sign on to the @SLAhq statement or follow the lead of @KansasLibraries. Either way, please be more vocal about the need to #ProtectLibraryWorkers."
	Discrimination Frustrations resulting from leadership's racist,	"I stand with Black workers at [library's twitter handle]. Help us demand long overdue change now: [link to petition]"

	homophobic, transphobic, etc. policies and/or practices	"WOC+Lib is honored to publish the 'Statement Against White Appropriation of BIPOC Labor' to call out and upend White supremacy in libraries. Check it out on Friday, September 3." "Day three of walking by religious flags planted in federal ground at the library. I can't even begin to tell you how unsafe I have felt as a visibly queer person on the hill this week"
Job Security Tweets containing content that discussed or demonstrated concerns related to the security of library workers' jobs	Loss Concerns related to job loss, such as furloughs and layoffs	"We have to stand up for ourselves & our coworkers. We can't keep losing staff & carry on like we didn't 'really' needed that person. We have to learn to say No, enough" "6 yrs 11 mos I have worked [library's twitter handle] doesn't that matter? I want to work! I have a voice!"
	Cuts Concerns related to budget and hour cuts	"My #library cut our vacation time by 50% due to COVID19 closing the library for 7 wks. Staff feel this extremely unfair. Board backs the director on the decision & may be the ones who wanted this. Advice wanted. What can we do?" "'We were told by library leaders and politicians that being deemed "essential" and staying open during a pandemic would somehow protect us from future cuts, but this hasn't happened.'"
	Value Concerns related to the need to justify one's job and its value	"The correct phrase is NOT 'return to work' when people have been working from home, especially when they've been going above and beyond for over a year."
	Wage Concerns over not being paid enough to afford basic necessities	"Library Workers are some of the lowest paid council staff, many are going to struggle to afford to pay their energy bills, buy food, pay rent etc. We need a proper pay raise now" "I work in a library & I was so glad to get to work yesterday because I knew I'd be warm! How are low paid library workers supposed to afford their fuel bills?"
Collaborative Efforts Tweets containing content that discussed, demonstrated, or encourages collaborative knowledge-building efforts	Survival Collaborative efforts aimed at strategizing how to stay safe and employed in the face of the pandemic and toxic work practices and policies	"At Ohio's [library's twitter handle], exempt staff, managers, & admin will take a temporary 20% pay reduction + all full-time staff & hourly nonexempt part-time staff will have work hours reduced by 20% to try to prevent #LibraryLayoffs." "A few days ago I did a poll [on burnout]. I'm wanted to gather some people to live chat about it & write something up from the chat for the [blog name]. (DM me if you want to be part of that chat"
	Regular Collaborative efforts aimed at creating programming and other routine library activities	"Very useful online summer reading question & responses for library workers!" [*links to a thread asking parents what they want and will use*]
Countervailing Attitudes Tweets containing content that discussed or demonstrated attitudes that ran counter to the dominant narratives in the #ProtectLibraryWorkers movement	Leadership Library workers expressing gratitude for the efforts of their leadership and/or sharing positive interactions with their leadership	"Hearing about more and more libraries cancelling in-person events/activities, definitely the right thing to do under the circumstances"
	Advocacy Library workers against the advocacy work being done by the #ProtectLibraryWorkers movement	"I actually heard quite a lot of pushback to the idea of closing libraries and the #protectlibraryworkers movement as a whole from 'old guard' folks; they said it was the opposite of the message we had been trying to send for years about the importance of libraries."
	Patron Library workers sharing positive experiences with patrons and/or patrons sharing solidarity with librarians	"Been fortunate with Lib users Lady walks in 'oh are masks mandatory? I notice everyone in them.' Me 'They're not mandatory, but we encourage the use of them, & do appreciate if library users are able to wear them.' 'no problem!' *puts mask on* :)" "To all the library workers out there: Thank you for everything you do for your community and for our industry. It's a thankless job but please know all the work you do makes the world a better place. I hope you're safe and respected and things get better."

Public Frustrations	Indifference	"Good morning to everyone except patrons who want libraries to open too soon with gross disregard to the health and safety of librarians and library staff."
Tweets containing content that discussed or demonstrated the lack of support library workers received from the public	Frustrations resulting from library workers perceiving the public as ignoring their concerns and/or putting their needs above the health and safety of library workers	"This has been a rough time for library workers, but just know that whenever you reopen, all the planning and sacrifice and agonizing over keeping staff and patrons safe and healthy will be rewarded when the public welcomes you back with a hearty 'WELL IT'S ABOUT DAMN TIME!'"
	Romanticism	"Seeing a lot of tweets saying libraries are safe places/spaces well this maybe true for the majority of users but for many Library Workers they are not"
	Frustrations resulting from the public's belief in stereotypes about libraries	