

July 2014

One Year Down

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Recommended Citation

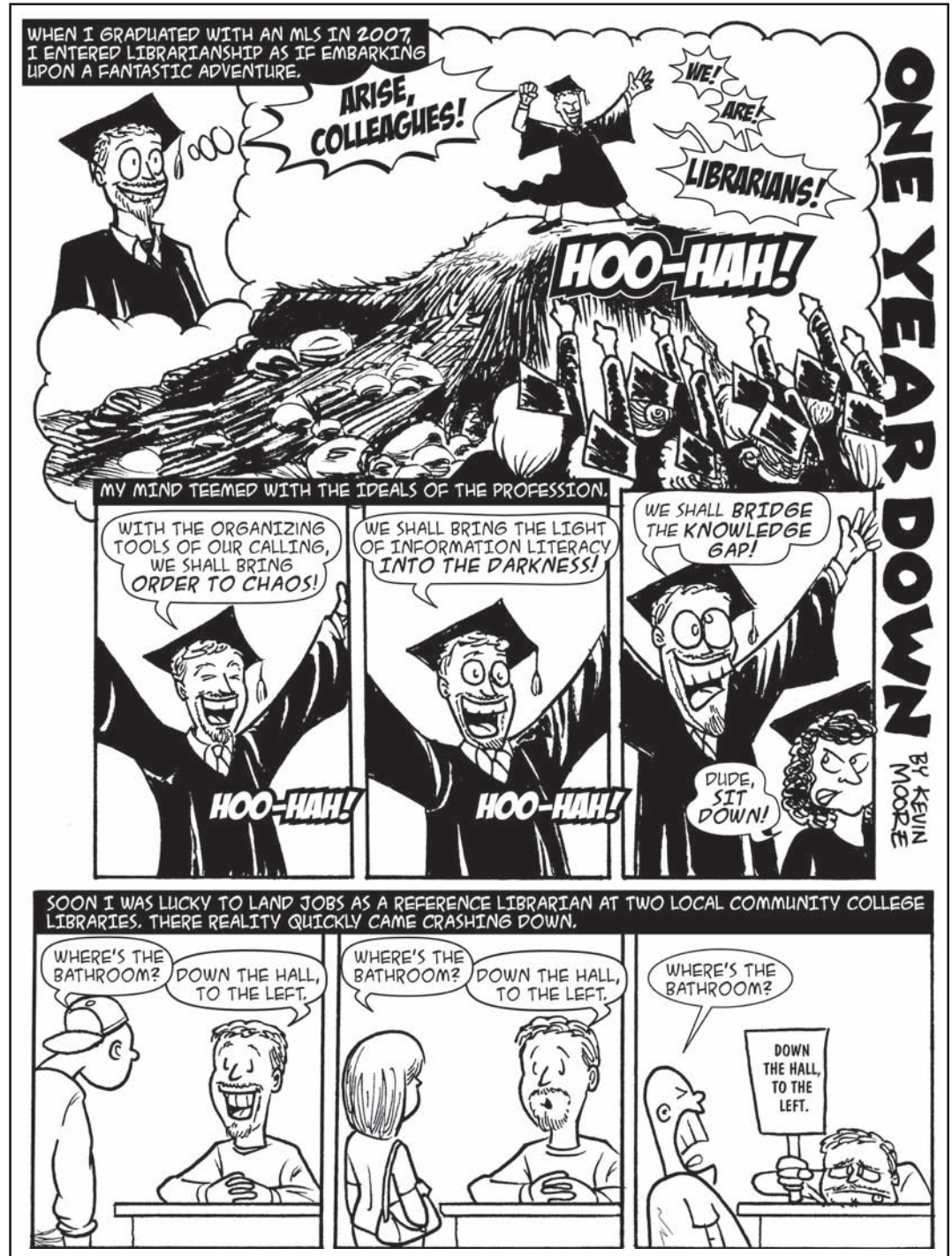
Moore, K. (2014). One Year Down. *OLA Quarterly*, 14(3), 11-13. <http://dx.doi.org/10.7710/1093-7374.1208>

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OLA Quarterly is an official publication of the Oregon Library Association | ISSN 1093-7374

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Cartoonist





THE **LIBRARIAN** IN ME COMPELS ME TO CONFESS THAT THE **CARTOONIST** IN ME HAS COMPELLED ME TO **EXAGGERATE**. JUST A TAD



THE CHALLENGE IS TO TREAT EVERY INTERACTION AS A **FRESH EXPERIENCE**, NO MATTER HOW ROUTINE.



MY FIRST YEAR IN THE PROFESSION HAS TAUGHT ME A GREAT DEAL BEYOND THE DAY-TO-DAY OPERATIONS (AND MUNDANE REPETITIONS) OF WORKING IN A LIBRARY. INDEED, AN IMPORTANT DISCOVERY FOR ME HAS BEEN THAT THE IDEALS OF THE PROFESSION ARE OFTEN REALIZED WITHIN SEEMINGLY TRIVIAL ACTIVITIES.



BECAUSE UNDER THE APPEARANCE OF **REPETITION**...



... THERE ARE INDIVIDUAL PATRONS WITH **UNIQUE** INFORMATION NEEDS.



IT IS EASY TO LOSE SIGHT OF THESE **UNIQUE** NEEDS. OLD HABITS OF SERVICE, NEW DEMANDS OF INFORMATION DELIVERY, PLUS THE **SIL**O EFFECT OF OUR DIVISIONS AND THE POLITICS OF OUR INSTITUTIONS -



- CAN INTERFERE WITH EFFECTIVE SERVICE TAILORED TO THE **SPECIFIC** NEEDS OF **INDIVIDUALS**.



