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Nota di contenuto	Contents; Preface; Acknowledgments; 1 - The Crisis Communications Plan; 2 - Gathering and Maintaining Crisis-Ready Information; 3 - Assembling the Team; 4 - Identifying Library Audiences and Stakeholders; 5 - Assessing Your Library's Crisis Potential; 6 - Creating Ready Responses for Areas of Vulnerability; 7 - Building Positive Media Relationships; 8 - Communicating during a Crisis; 9 - After the Crisis; Appendix 1; Appendix 2; Glossary; Further Reading; Index;
Sommario/riassunto	Is your library vulnerable to challenges arising from difficult patrons, censorship, budget issues, or disgruntled staff? This step-by-step primer illustrates communications basics to prepare libraries for communicating to critical contacts in times of crisis. It is a guide to creating a time-saving resource for any emergency situation.