

## Suggestion of a Local Model for Crisis Management in Libraries of Iran: A Qualitative Research

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### Abstract

**Purpose:** The main purpose of this research was to design a local model for crisis management in libraries of Iran. Recognition of causes, contexts, intervening factors, main strategies and main outcomes was auxiliary purposes.

**Methodology:** Grounded theory research method has been used for the implementation of purposes. Qualitative data has been collected by semi-structured interviews. Data saturation level was the main factor for continuing interviews and selecting samples. Research population consisted of crisis managers and Library directors in Iran. Data analyze performed by theoretical coding (open, axial and selective coding). In the axial coding, main category determined and in selective coding, final model presented. Causes, intervening conditions, contexts, main strategies, and main consequences of crisis management in libraries indicated in the model.

**Findings:** The main contexts of crisis management in this model are “values”, “human resources and procedures” and “designs”. Causes were “Financial losses” resulting from past crises; “dissatisfaction of users of library services” and “distaste of staff”. Main strategies for crisis management are “attention to personality characteristics of applicants during recruitment”, “to increase skills and human relations”, “institutionalization of values (religious, moral and social values)”, “using proper budgeting strategies”, “Crisis prevention activities” and “standardization of library building”. Intervening factors consisted of “Management”, “economic”, “organizational”, “administrative” and “mechanisms of technology use” in libraries. Finally, consequence of crisis management process in libraries was “elimination or reduction of effects of crises” in libraries in Iran.

**Originality/Value:** This research is the first step in investigating factors effecting the establishment of local crisis management system in libraries of Iran. Further investigations are needed to identify other categories and examine presented categories to verify them.

**Keywords:** Localization, crisis management, libraries, Iran.