Conclusion

Managing IT in a library crisis means managing the crisis. Be flexible—in approach, with staff, and with yourself. Understand going in that you aren't going to be able to cover every base and no one expects you to. If you're an IT manager you have a whole team that you're leading. If you have been as fortunate in your career as I have been, that means that you have a team of colleagues with great skills and great ideas. They'll be relying on you to make difficult decisions (and take responsibility for them), keep organizational communication active (both vertically and laterally), and coordinate their efforts, as well as enacting ideas of your own. The organization will be relying on you to project confidence, make yourself as available as possible, and react in an agile fashion as conditions change.

It won't be easy, but remember to try and practice self-care. Stick to your routines as much as possible. Keep on top of this with your IT colleagues as well. Your staff may need you to step in and make sure they take some time off and are able to step away from the crisis situation. None of you can help anyone if you're burned out.

Remember: your organization hired you and your team for a reason. You have the skills the library needs. Keep your chin up, and keep in mind that every crisis situation eventually ends. Don't let inevitable mistakes shake your confidence. Your library needs you.