2019

Trauma-Informed Librarianship

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Social Workers at Trauma-Informed Libraries
Monte Richardson & Danica San Juan
Agenda

What is trauma-informed (TI)?

History of Whole Person Librarianship

Trauma-Informed Librarianship Student Engagement Project

Future of Social Workers at TI Libraries
Trauma-Informed (TI)

An approach, based on knowledge of the impact of trauma, aimed at ensuring environments and services are welcoming and engaging for service recipients and staff.

(Trauma-Informed Oregon, 2019)
Four Assumptions of TI

1. **Realizes**
2. **Recognizes**
3. **Responds**
4. **Resists re-traumatization**

(SAMHSA, 2014)
### Shared Values

<table>
<thead>
<tr>
<th>Social Work</th>
<th>Librarianship</th>
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<tbody>
<tr>
<td>• Service</td>
<td>• Access</td>
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<td>• Social justice</td>
<td>• Confidentiality/Privacy</td>
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<td>• Dignity and worth of the person</td>
<td>• Democracy</td>
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<td>• Importance of human relationships</td>
<td>• Diversity</td>
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<tr>
<td>• Integrity</td>
<td>• Education and Lifelong Learning</td>
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<td>• Competence</td>
<td>• Intellectual Freedom</td>
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<td>• Preservation</td>
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<td>• The Public Good</td>
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<td>• Professionalism</td>
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<td>• Service</td>
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<td>• Social Responsibility</td>
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http://www.ala.org/advocacy/intfreedom/corevalues

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U-M TI Librarianship Student Engagement Project

**Phase 1**
Knowledge gathering.
needs assessment;
focus group; collection
of patron data.

**Phase 2**
Pilot training.
Train library
staff on use of
TI; evaluate.

**Phase 3**
Pilot training II.
Creation of
second
training; evaluate.

**Phase 4**
Resource
development.
Create online
repository of
resources.
# Needs Assessment

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<th>What is</th>
<th>Possible Solutions</th>
<th>What should be</th>
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<tr>
<td>Lack of education on aspects of trauma and the TI approach.</td>
<td><strong>Create an educational, skill-based training for staff regarding definitions, identifying, and personal understanding of the components of trauma and the TI approach.</strong></td>
<td><strong>Thorough and systematized staff knowledge of the components of trauma and how to implement the TI approach, both in their work and internally.</strong></td>
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<td>Desire to learn more ways on how staff can better interact with each other and patrons.</td>
<td><strong>General to specific training and resources for future training on how a TI approach can improve staff interactions amongst each other and patrons.</strong></td>
<td><strong>Improvement in all staff trainings about patron interactions and staff understanding of TI interactions with library staff and patrons.</strong></td>
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Referring to others because library staff themselves do not know how to deal with trauma

Trouble distinguishing who should implement TI

Wanting TI to be integrated library-wide

Wanting holistic understanding of trauma

Preferring to focus on TI needs that are easier to implement
Focus Group

- mental health and trauma responses in patrons
- different library patron populations
- specific trauma topics
- how staff trauma affects interactions with patrons
- how signs and spaces influence TI
- how trauma manifests in the academic library
Agenda

What is trauma? What is Trauma Informed (TI)?
Self-care planning
Break
What pushes your buttons?
Posttraumatic growth & resilience
Using TI during interactions
Trauma lens exercise
Evaluation & next steps
Final thoughts & takeaways
1. In making contact with patrons, I have a clear understanding of what trauma informed practice means.

2. I have a clear understanding of what trauma informed practice means in my professional role.

3. In practice, I am utilizing what I believe to be trauma informed interactions with patrons.

4. I feel confident in trying the trauma informed approach with patrons.

5. I feel equipped to assist patrons while considering their experiences from a trauma informed perspective.
Future of SWs at TI Libraries

Field placements at libraries

Libraries hiring social workers

Formal recognition of library social work
Contact Information

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