



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.

Four Assumptions of TI

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

SHARED VALUES

Social Work

- Service
- Social justice
- Dignity and worth of the person
- Importance of human relationships
- Integrity
- Competence

<https://www.socialworkers.org/About/Ethics/Code-of-Ethics/Code-of-Ethics-English>

Librarianship

- Access
- Confidentiality/ Privacy
- Democracy
- Diversity
- Education and Lifelong Learning
- Intellectual Freedom
- Preservation
- The Public Good
- Professionalism
- Service
- Social Responsibility

<http://www.ala.org/advocacy/intfreedom/corevalues>

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

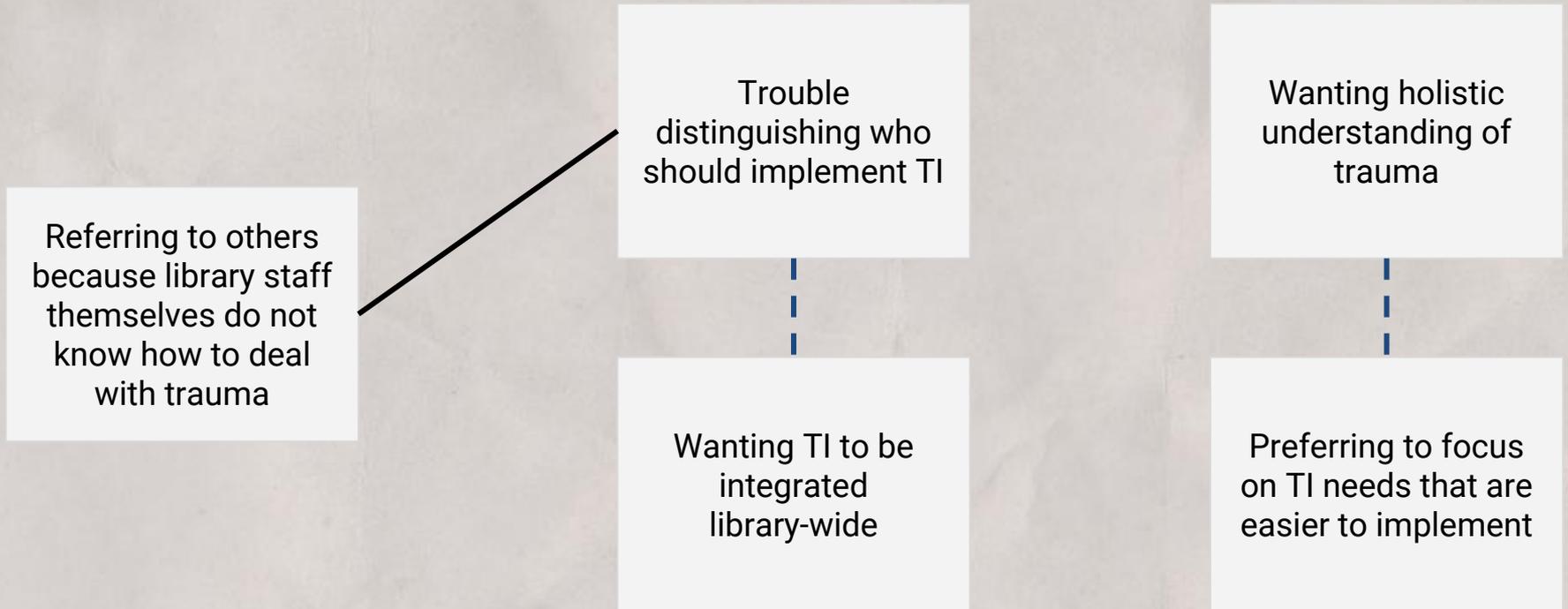
*Resource
development.*
Create online
repository of
resources.



Needs Assessment

What is	Possible Solutions 	What should be
Lack of education on aspects of trauma and the TI approach.	Create an educational, skill-based training for staff regarding definitions, identifying, and personal understanding of the components of trauma and the TI approach.	Thorough and systematized staff knowledge of the components of trauma and how to implement the TI approach, both in their work and internally.
Desire to learn more ways on how staff can better interact with each other and patrons.	General to specific training and resources for future training on how a TI approach can improve staff interactions amongst each other and patrons.	Improvement in all staff trainings about patron interactions and staff understanding of TI interactions with library staff and patrons.

Focus Group



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

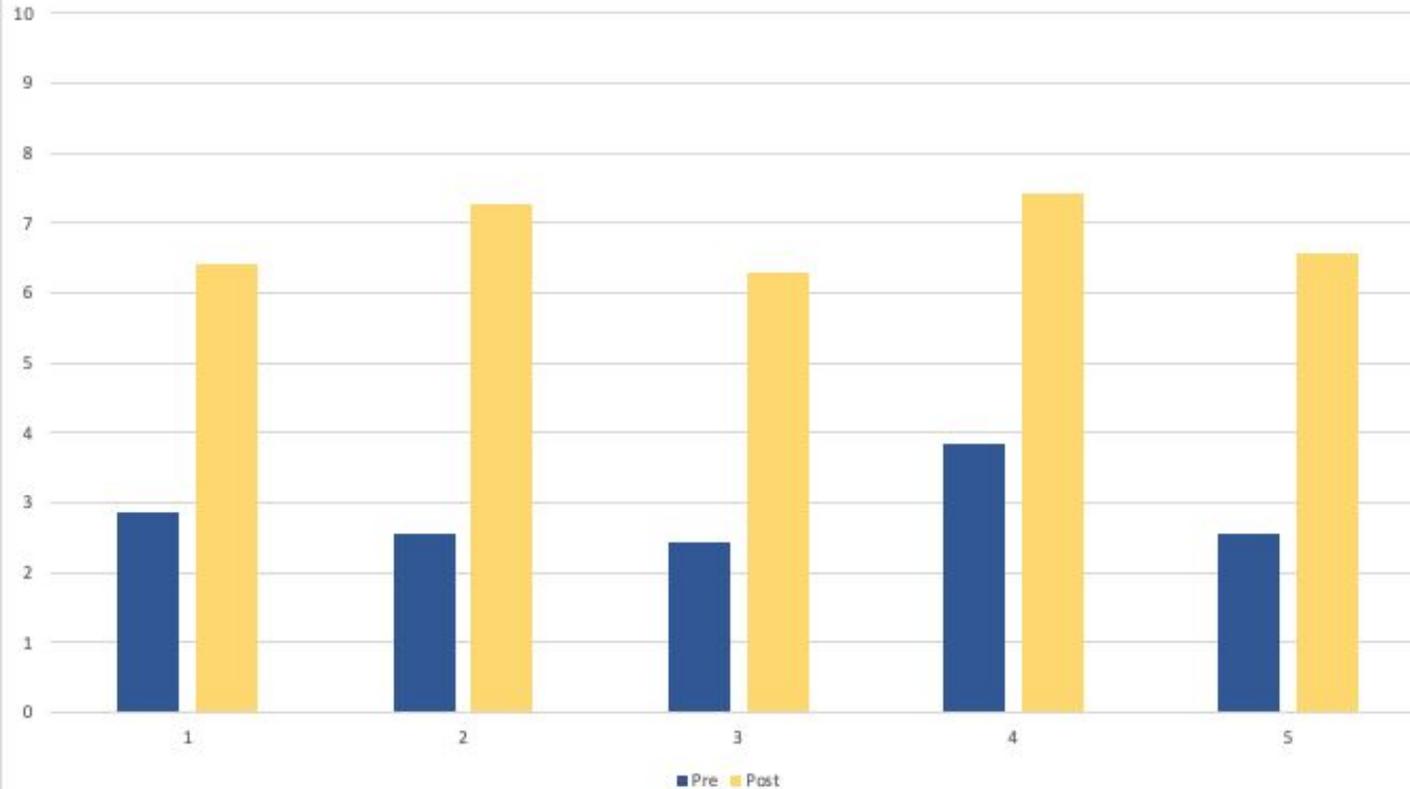
Trauma lens exercise

Evaluation & next steps

Final thoughts & takeaways



Pre- and Post-Training Assessment



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



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