THE COMPASSIONATE LIBRARIAN

I’m Ashley!
Email me at ctc@denverlibrary.org
ABOUT TODAY
The introduction-y bit
ABOUT ME
WHY I WANT TO TALK ABOUT THIS

Potentially useful contextualizing information
EXPECTATIONS FOR TODAY

The internet makes conversations hard
SIDE NOTE: PEOPLE-FIRST LANGUAGE, PLEASE!
DISCLAIMER:
GROWTH CAN BE UNCOMFORTABLE
WHY DID YOU CHOOSE THIS PROFESSION?

Let’s start here
THINK ABOUT SOMEONE YOU WENT THE EXTRA MILE FOR
TRAUMA-INFORMED LIBRARY SERVICE

The way we should operate moving forward
CLINICAL DEFINITION OF TRAUMA

- Exposure to actual or threatened death, serious injury, or sexual violence.
- Experience of a real or perceived threat.
WHAT GETS LEFT OUT?

OPPRESSION

- Racism
- Sexism
- Ableism
- Discrimination related to sexual orientation
- Discrimination related to gender identity
- Ageism
- Poverty/Homelessness
- Generational Trauma
- Historical Trauma
- Cultural Trauma
TRAUMA

SOCIAL ISSUES

MENTAL HEALTH

SUBSTANCE USE

PHYSICAL HEALTH
TRAUMA IMPACTS EVERYONE
PONDER IT

Fight or flight mode and “politeness”
VICARIOUS TRAUMA
RESILIENCY
The flip side of trauma
WHY ARE WE DOING THIS?
It’s OK to be NOT-OK

Today’s take away
A program, organization, or system that is trauma-informed:

1. Realizes the **widespread impact** of trauma and understands potential paths for recovery;
2. **Recognizes the signs and symptoms** of trauma in clients, families, staff, and others involved with the system;
3. Responds by **fully integrating knowledge** about trauma into **policies, procedures, and practices**; and
4. Seeks to **actively resist** re-traumatization.
LET’S RETHINK HOW WE DO THINGS

How can we adapt our services to make them better match our professional values?
BUT WHAT ABOUT YOU?
The reflection zone
REFLECT: RECENT DIFFICULT SITUATION

- How was the other person impacted?
- What could have been improved?
- Influence of trauma?
CONSIDER

How is this “difficult” person different from the person you went the extra mile for?
SOLVING PROBLEMS BOOSTS RESILIENCY
Try, struggle, learn, try again
SELF-CARE IS ESSENTIAL

It’s more than face masks and meditation apps
YOU’RE ENOUGH, JUST AS YOU ARE
YOUR PERSONAL SELF-CARE STRATEGIES

What do you do to deal with a difficult day?
Seriously, though...
SELF-CARE FOR TEAMS

What do you have in place?
What could you add?
WHERE DO WE GO FROM HERE?
How can we change our

- Policies
- Programs
- Customer Interactions
- Spaces

to be compassionate?
DECIDE WHAT YOU CAN CHANGE AND CHANGE IT

Even if that thing is you