



STRONGER TOGETHER

TRAUMA INFORMED METHODS AND MODELS TO SUPPORT LIBRARY

STAFF

PIMA COUNTY PUBLIC LIBRARY



LINDE FURMAN

JOEL D. VALDEZ MAIN LIBRARY

MANAGER, COMMUNITY PARTNERSHIPS, PROGRAMS, CUSTOMER
EXPERIENCE

LINDE.FURMAN@PIMA.GOV



EM DEMEESTER-LANE

LIBRARY SERVICES

MANAGER

EM.DEMEESTER-LANE@PIMA.GOV



**PIMA COUNTY
PUBLIC LIBRARY**



REMINDERS WITH YOU IN MIND

**THE SUBJECT OF TRAUMA CAN BE DIFFICULT AND SOMETIMES
TRIGGER PAINFUL MEMORIES OR FEELINGS.**

**PLEASE REMEMBER TO TAKE CARE OF YOURSELF AND TAKE BREAKS IF YOU NEED
TO.**

YOU ARE IMPORTANT. YOUR WELL-BEING IS IMPORTANT.





TRAUMA INFORMED CARE

**BASIC PRINCIPLES AND
PRACTICES**



**YOU DON'T HAVE TO BE A
THERAPIST TO BE
THERAPEUTIC**

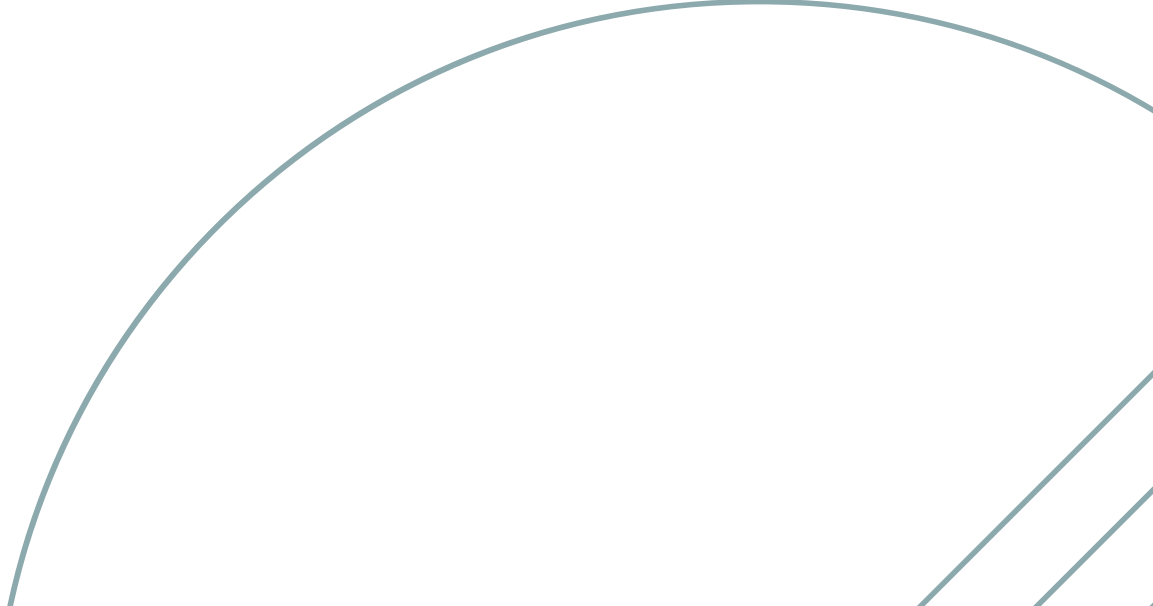


THE FOUR R'S OF A TRAUMA INFORMED APPROACH



REALIZES

THE ORGANIZATION UNDERSTANDS:

- **WHAT TRAUMA IS**
 - **HOW WIDESPREAD TRAUMA IS**
 - **HOW IT CAN IMPACT INDIVIDUALS, GROUPS, AND COMMUNITIES**
 - **POTENTIAL PATHS TO RECOVERY**
- 



RECOGNIZES

THE ORGANIZATION RECOGNIZES SIGNS AND SYMPTOMS OF TRAUMA



RESPONDS

THE ORGANIZATION RESPONDS BY INTEGRATING KNOWLEDGE ABOUT TRAUMA INTO POLICIES, PROCEDURES, AND PRACTICES





RESISTS RE-TRAUMATIZATION

**THE ORGANIZATION ACTIVELY WORKS TO IDENTIFY AND ELIMINATE
ELEMENTS WITHIN ITS CONTROL THAT WOULD CAUSE RE-TRAUMATIZATION**



SIX KEY PRINCIPLES



1. SAFETY



2. TRUSTWORTHINESS
& TRANSPARENCY



3. PEER SUPPORT



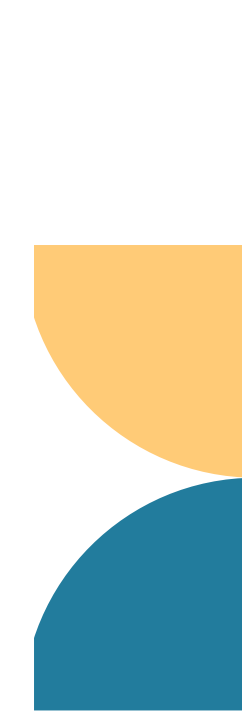
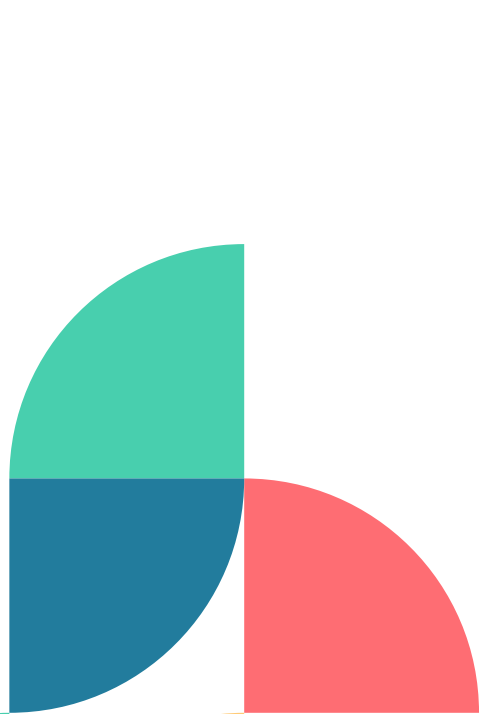
4. COLLABORATION
& MUTUALITY



5. EMPOWERMENT
VOICE & CHOICE



6. CULTURAL, HISTORICAL,
& GENDER ISSUES





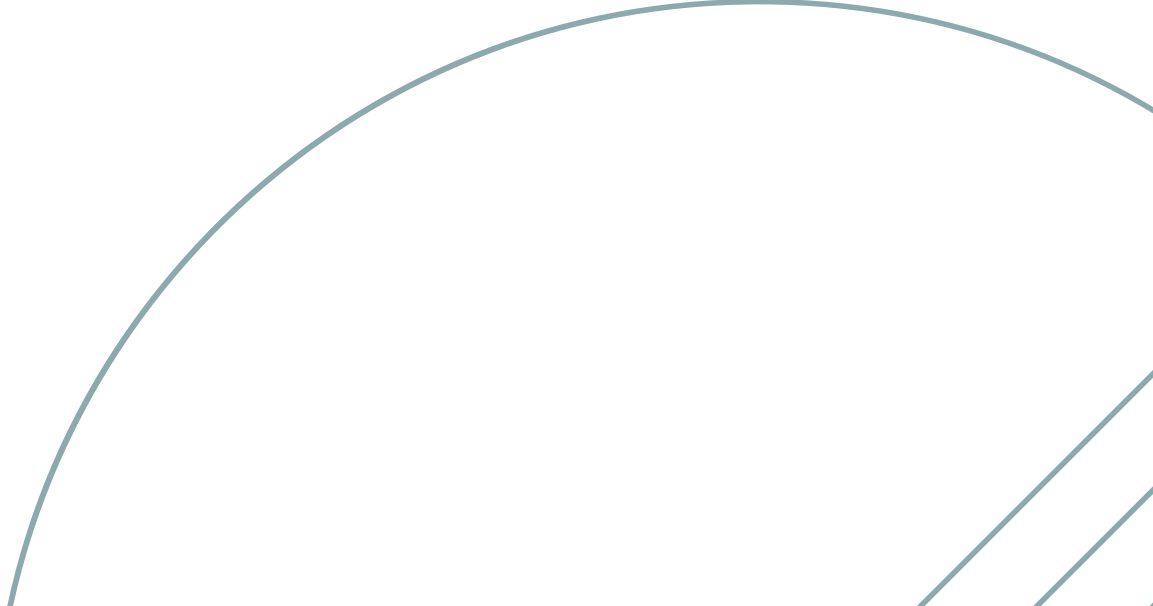
SAFETY PHYSICAL AND PSYCHOLOGICAL SAFETY - MINDS, HEARTS, AND SPACES

**TRUSTWORTHINESS
& TRANSPARENCY**

- THE ORGANIZATION AS A WHOLE OPERATES ON TRANSPARENCY
- ADMINISTRATION AND ALL STAFF PRIORITIZE THE GOAL OF BUILDING AND KEEPING TRUST

PEER SUPPORT

PROVIDE OPPORTUNITIES FOR STAFF TO COME TOGETHER TO DISCUSS THE PROBLEMS THE ORGANIZATION FACES

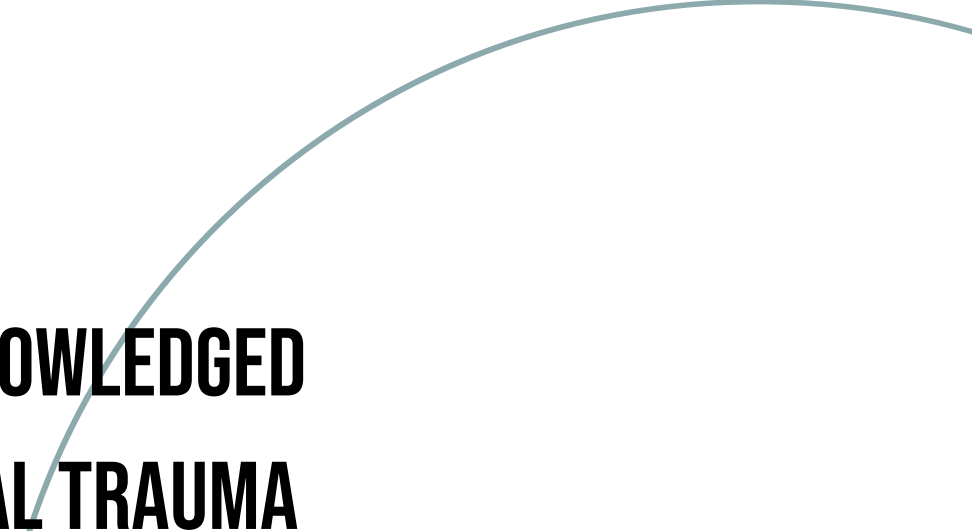




COLLABORATION & MUTUALITY

EMPOWERMENT VOICE & CHOICE

CULTURAL, HISTORICAL, & GENDER ISSUES

- **LEVELING POWER DIFFERENTIALS WITHIN THE ORGANIZATION**
 - **EVERYONE HAS AN IMPORTANT ROLE TO PLAY AND REAL CHANGE REQUIRES EVERYONE**
 - **EVERYONE HAS A VOICE**
 - **EVERYONE HAS THE TOOLS AND KNOWLEDGE THEY NEED TO DO THEIR JOB WELL, OR THE OPPORTUNITY TO SELF-ADVOCATE FOR WHAT THEY NEED AND DON'T HAVE**
 - **EXPERIENCES ARE HONORED**
 - **SYSTEMIC RACISM, BIGOTRY, BIAS ACKNOWLEDGED**
 - **RECOGNIZES AND ADDRESSES HISTORICAL TRAUMA**
- 

COMMITMENT REQUIRED

“ADOPTING A TRAUMA-INFORMED APPROACH IS NOT ACCOMPLISHED THROUGH ANY SINGLE PARTICULAR TECHNIQUE OR CHECKLIST. IT REQUIRES CONSTANT ATTENTION, CARING AWARENESS, SENSITIVITY, AND POSSIBLY A CULTURAL CHANGE AT AN ORGANIZATIONAL LEVEL.”



HOW THE PROJECT STARTED



Priorities

Training

Support

Partnerships

Empathize

Mentorship

Resource Sharing

Communication Updates

Advocate

Admin Support

Raise Awareness

Listening

Mental Health Support

Reminders of Common Goals

Values

COMMUNICATION

RESPECT

Learning

Healing

Accountability

Empathy

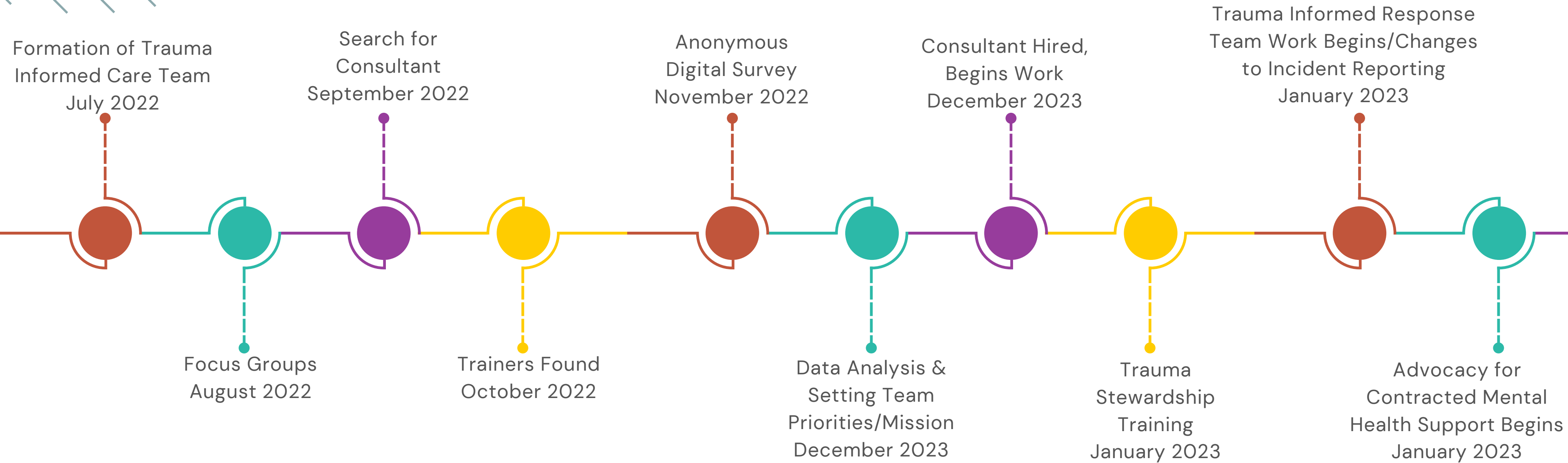
Emotional Intelligence

Consistency

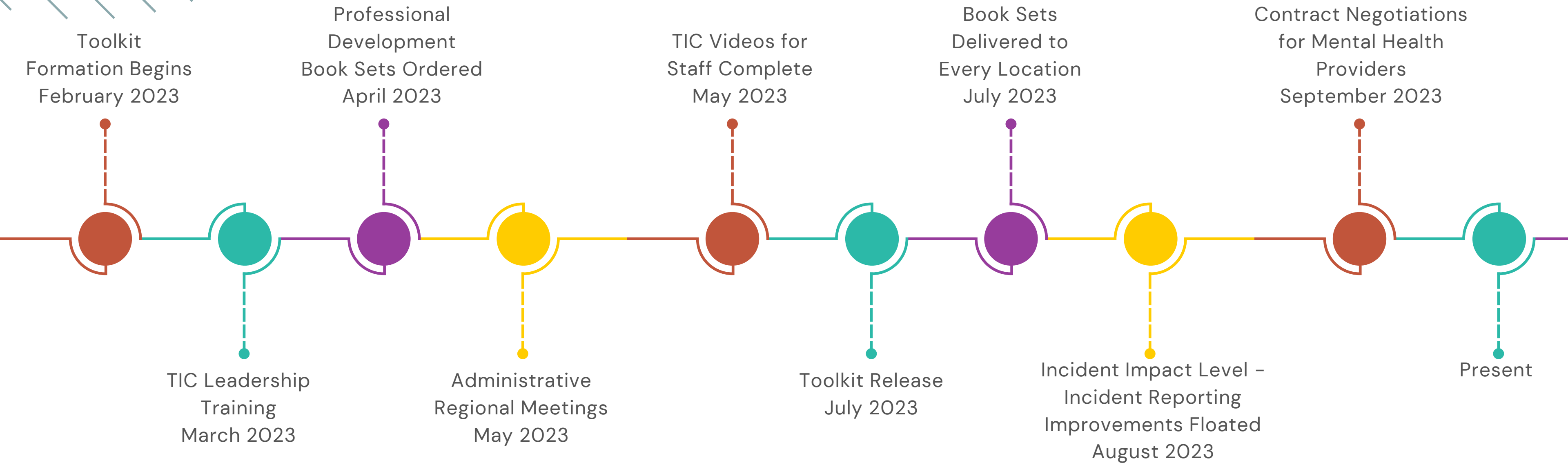


HOW THE PROJECT PROGRESSED

PROJECT TIMELINE



PROJECT TIMELINE





**WHO WE WORKED
WITH & WHAT
THEY OFFERED**



Laura van Dernoot Lipsky
Trauma Stewardship
Institute
Consultant



Victor Flores
Cieneguita Human Services
Trainer



Moreen Jordan
Pima County Employee Assistance Program
Provider



Robert Scholz
Cieneguita Human Services
Trainer



CONSULTANT

**LAURA VAN DERNOOT
LIPSKY**

- Contracted from December 2022-April 2023
- Virtual trauma stewardship training
- Bi-weekly meetings with project management team
- Monthly meetings with entire trauma informed team
- Meeting with administration

TRAINERS


VICTOR FLORES & ROBERT SCHOLZ

- In-person TIC training for leadership
- Series of five recorded customized TIC trainings for all staff

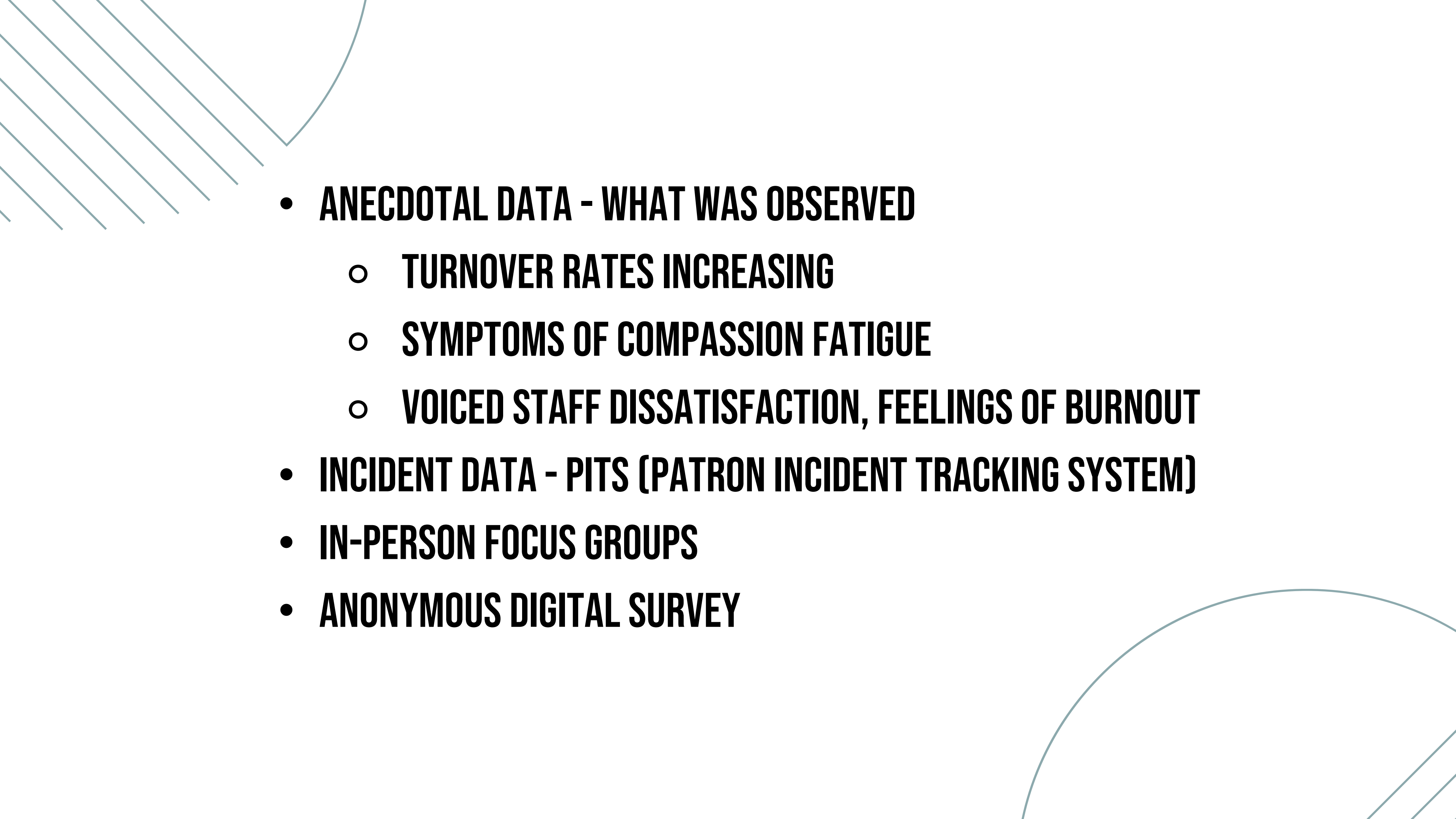
EAP PROVIDER

MOREEN JORDAN

- Present at focus groups
 - Critical incident support for branches
- 



DATA COLLECTION

- 
- **ANECDOTAL DATA - WHAT WAS OBSERVED**
 - **TURNOVER RATES INCREASING**
 - **SYMPTOMS OF COMPASSION FATIGUE**
 - **VOICED STAFF DISSATISFACTION, FEELINGS OF BURNOUT**
 - **INCIDENT DATA - PITS (PATRON INCIDENT TRACKING SYSTEM)**
 - **IN-PERSON FOCUS GROUPS**
 - **ANONYMOUS DIGITAL SURVEY**



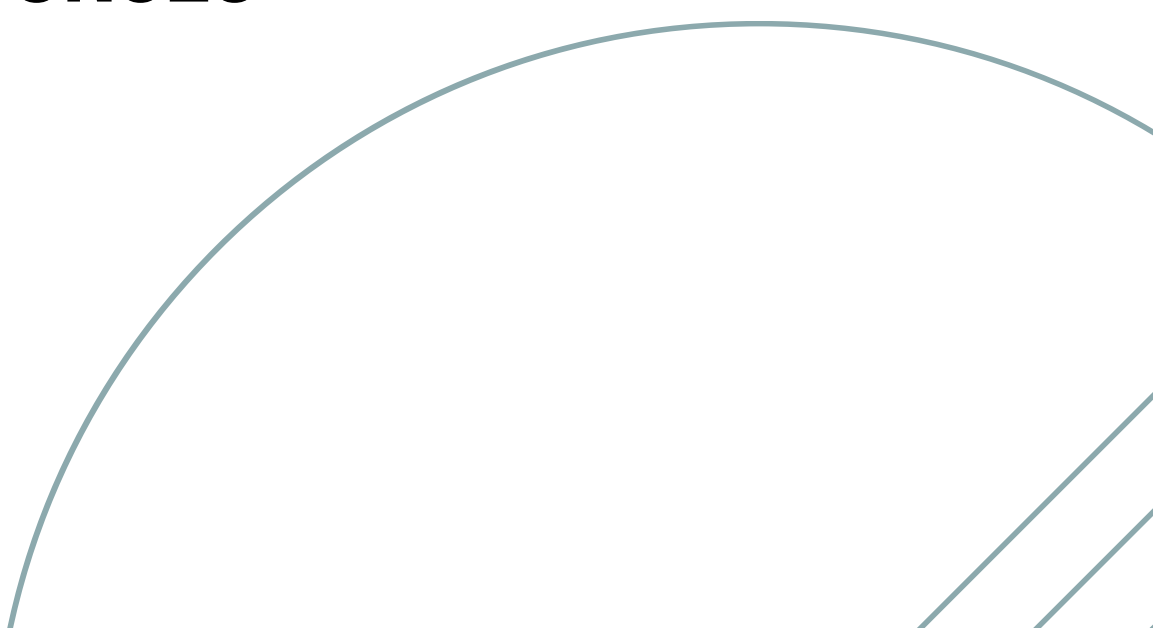
DATA ANALYSIS



IN-PERSON FOCUS GROUP DATA

- **A LOT OF STICKY NOTES WERE USED**
- **COLLECTED NOTES ORGANIZED INTO EXCEL SHEET DATA BY SESSION**

ANONYMOUS DIGITAL SURVEY DATA

- **GOOGLE FORMS - CREATES HELPFUL GRAPHS AND CHARTS FOR CLOSED-ENDED RESPONSES**
- 



FOCUS GROUPS

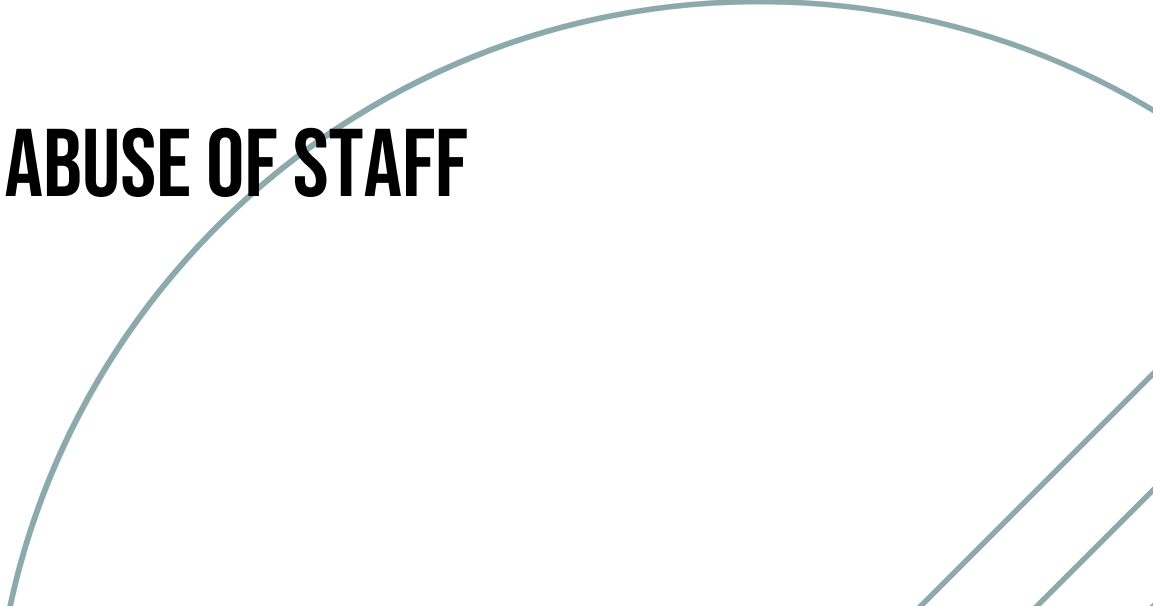
SOME MAJOR PROBLEM THEMES

- **RACISM**
 - **BEING OTHERED AT WORK**
 - **LACK OF SUPPORT AND TRANSPARENCY FROM LEADERSHIP**
 - **STAFFING SHORTAGES**
 - **SOCIETAL STRUGGLES - INCREASES IN VIOLENCE, POVERTY, HOUSELESSNESS, HUNGER SUBSTANCE ABUSE**
 - **LACK OF SOCIAL SUPPORTS FOR COMMUNITIES**
 - **LACK OF THRIVING WAGE**
 - **CULTURE OF VOCATIONAL AWE**
- 



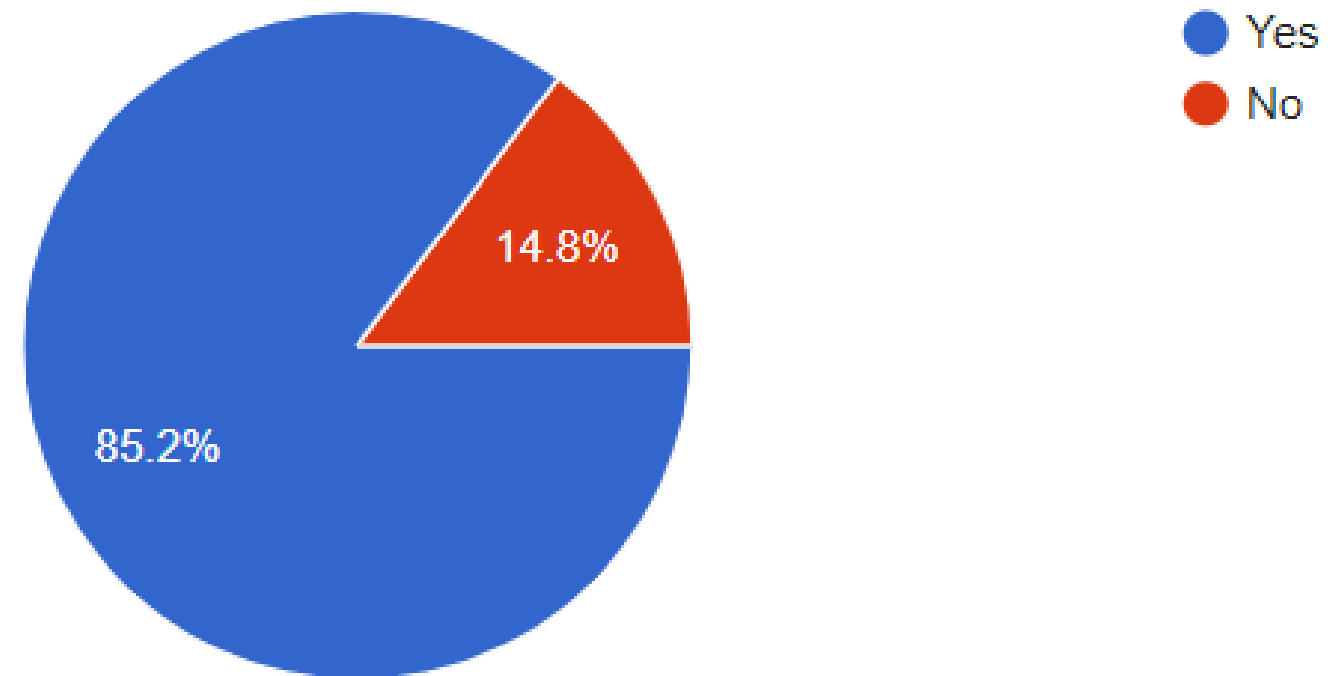
FOCUS GROUPS

SOME MAJOR SOLUTION THEMES

- **MENTAL HEALTH SUPPORT FOR STAFF**
 - **TRAINING**
 - **TRANSPARENCY AND CONSISTENT SUPPORT FROM LEADERSHIP**
 - **ADEQUATE STAFFING**
 - **SECURITY**
 - **INCREASED WAGE**
 - **CLEAR BOUNDARIES FOR CUSTOMERS ON RACIST AND BIGOTED ACTIONS AND ABUSE OF STAFF**
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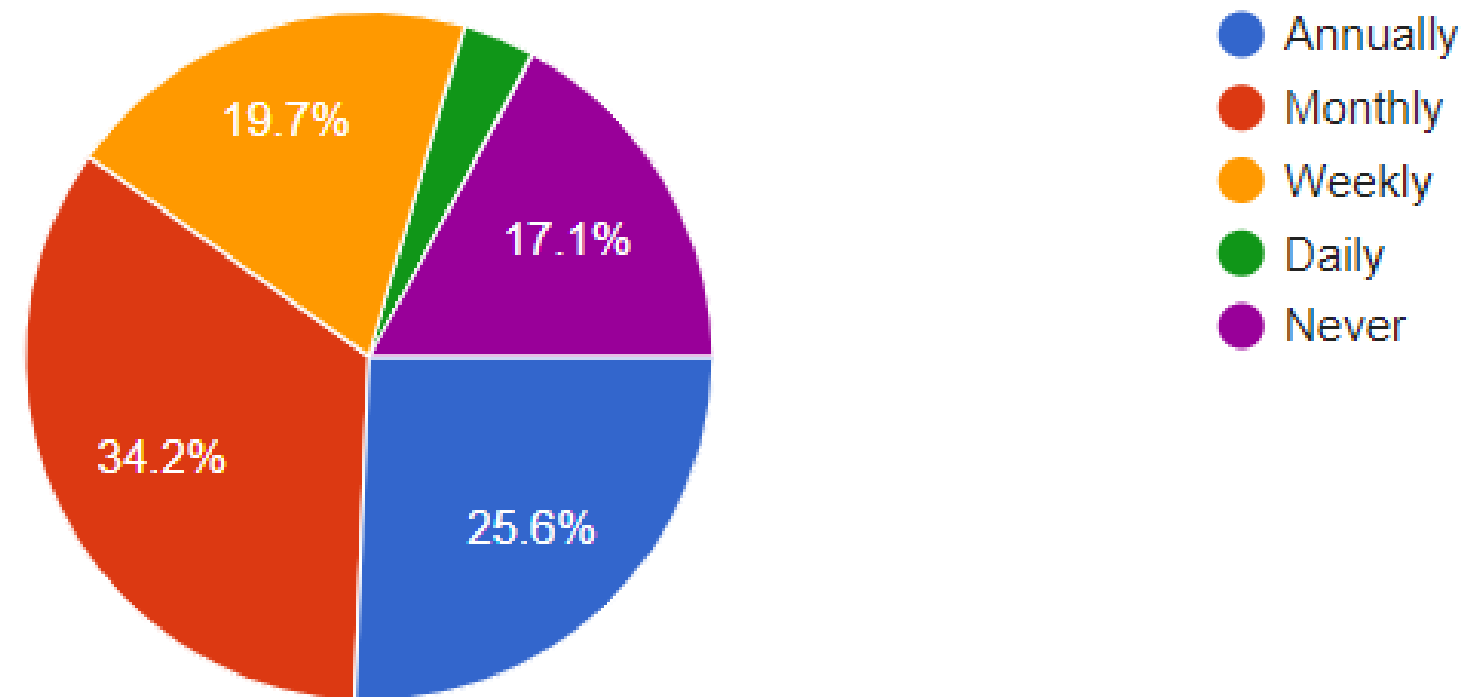
ANONYMOUS SURVEY

4. My co-workers have experienced work-related trauma in a public library setting and they have discussed this with me.



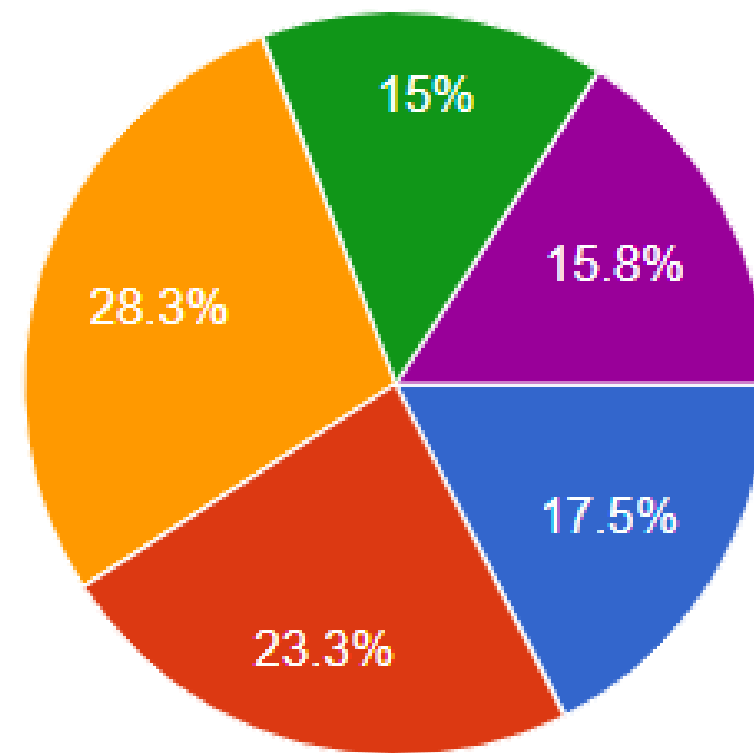
ANONYMOUS SURVEY

5. The typical frequency at which I have traumatic experiences at my workplace is



ANONYMOUS SURVEY

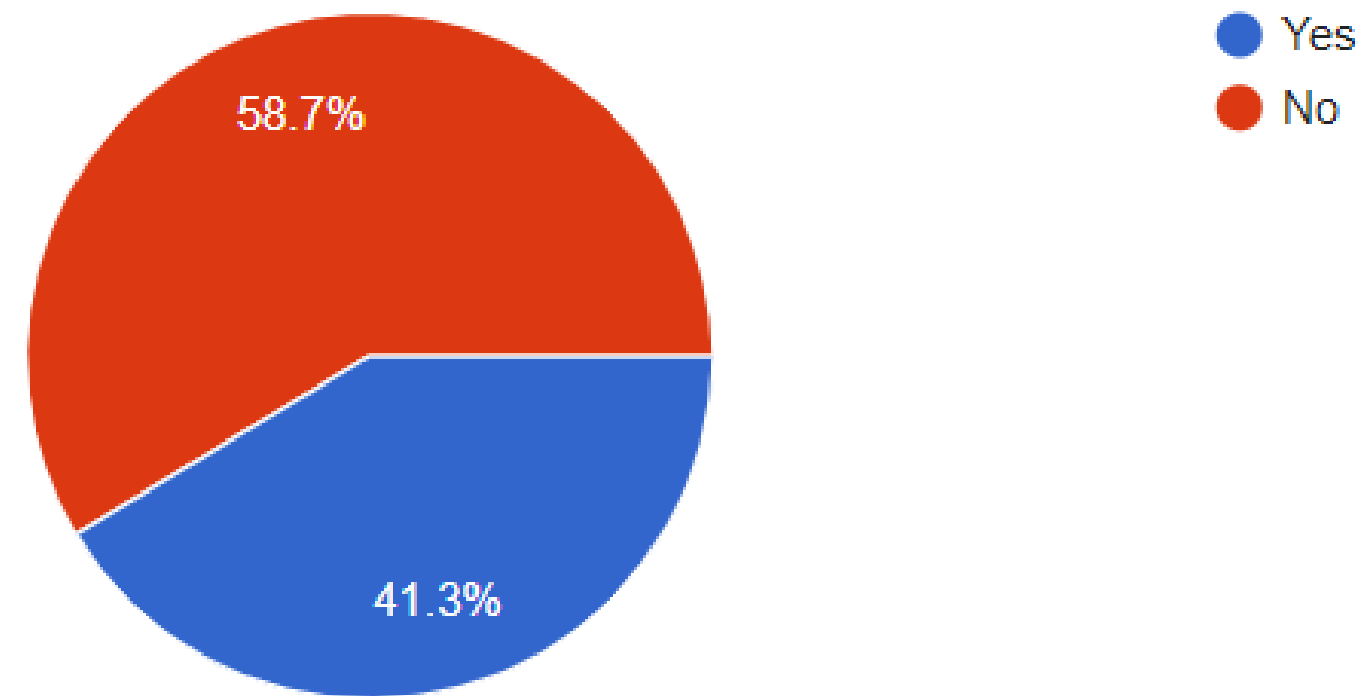
6. My last traumatic workplace experience was



- Last year
- This year
- Last month
- This week
- Never

ANONYMOUS SURVEY

13. Have you ever needed to seek mental health support for a high degree of work-related stress and/or trauma?

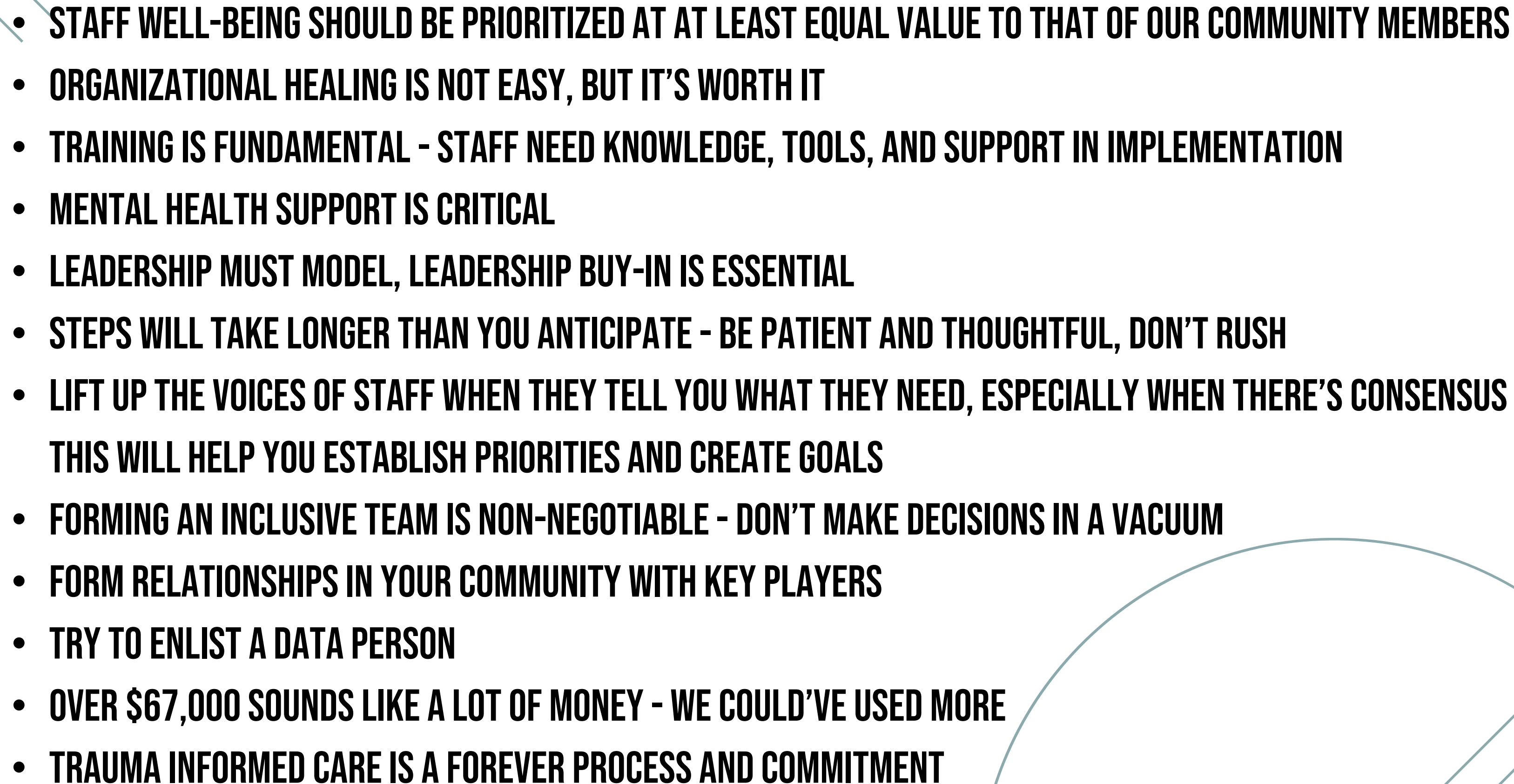




THE TOOLKIT

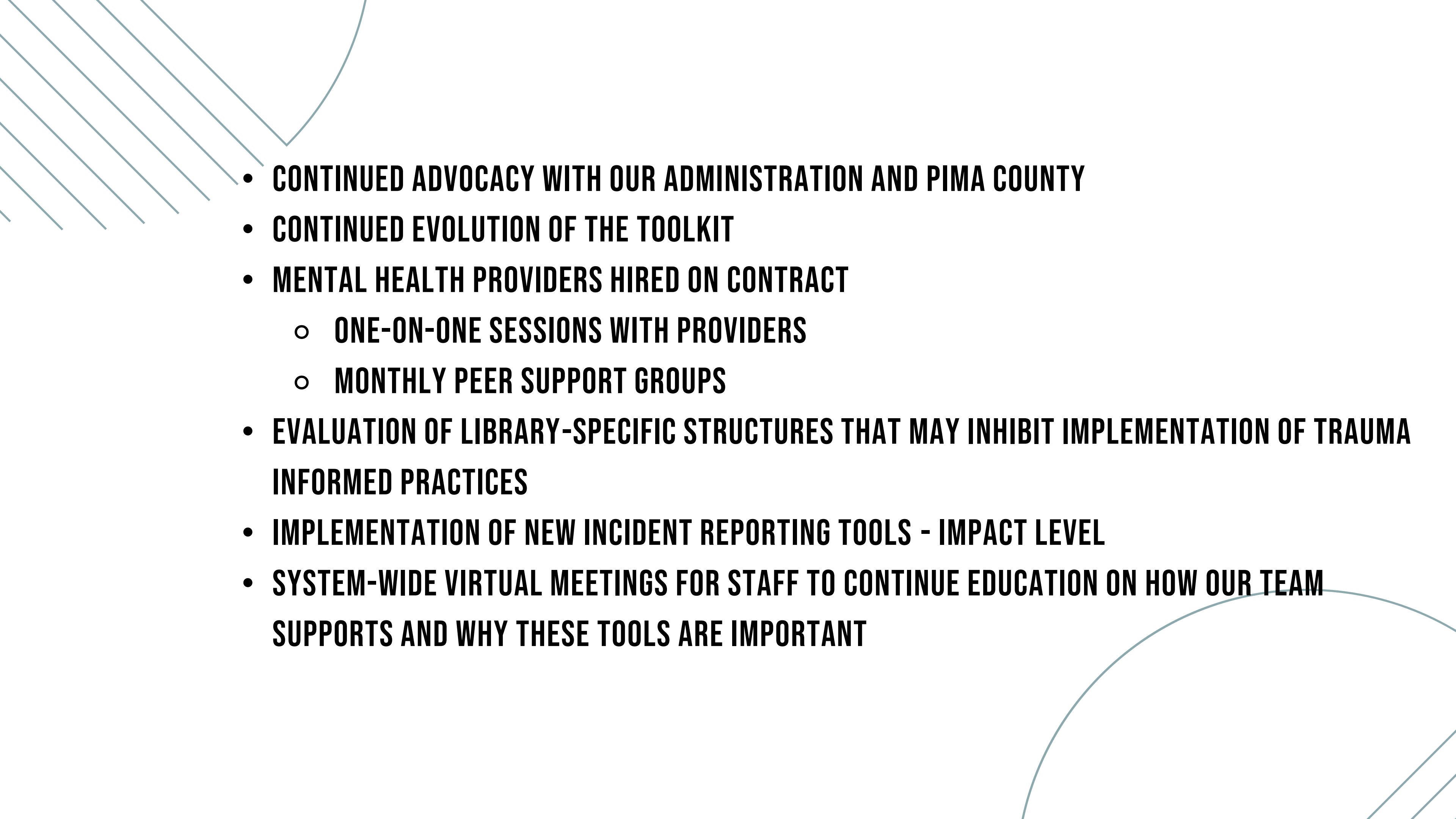


IMPORTANT LESSONS

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- **STAFF WELL-BEING SHOULD BE PRIORITIZED AT AT LEAST EQUAL VALUE TO THAT OF OUR COMMUNITY MEMBERS**
 - **ORGANIZATIONAL HEALING IS NOT EASY, BUT IT'S WORTH IT**
 - **TRAINING IS FUNDAMENTAL - STAFF NEED KNOWLEDGE, TOOLS, AND SUPPORT IN IMPLEMENTATION**
 - **MENTAL HEALTH SUPPORT IS CRITICAL**
 - **LEADERSHIP MUST MODEL, LEADERSHIP BUY-IN IS ESSENTIAL**
 - **STEPS WILL TAKE LONGER THAN YOU ANTICIPATE - BE PATIENT AND THOUGHTFUL, DON'T RUSH**
 - **LIFT UP THE VOICES OF STAFF WHEN THEY TELL YOU WHAT THEY NEED, ESPECIALLY WHEN THERE'S CONSENSUS - THIS WILL HELP YOU ESTABLISH PRIORITIES AND CREATE GOALS**
 - **FORMING AN INCLUSIVE TEAM IS NON-NEGOTIABLE - DON'T MAKE DECISIONS IN A VACUUM**
 - **FORM RELATIONSHIPS IN YOUR COMMUNITY WITH KEY PLAYERS**
 - **TRY TO ENLIST A DATA PERSON**
 - **OVER \$67,000 SOUNDS LIKE A LOT OF MONEY - WE COULD'VE USED MORE**
 - **TRAUMA INFORMED CARE IS A FOREVER PROCESS AND COMMITMENT**



WHAT'S NEXT?

- 
- **CONTINUED ADVOCACY WITH OUR ADMINISTRATION AND PIMA COUNTY**
 - **CONTINUED EVOLUTION OF THE TOOLKIT**
 - **MENTAL HEALTH PROVIDERS HIRED ON CONTRACT**
 - **ONE-ON-ONE SESSIONS WITH PROVIDERS**
 - **MONTHLY PEER SUPPORT GROUPS**
 - **EVALUATION OF LIBRARY-SPECIFIC STRUCTURES THAT MAY INHIBIT IMPLEMENTATION OF TRAUMA INFORMED PRACTICES**
 - **IMPLEMENTATION OF NEW INCIDENT REPORTING TOOLS - IMPACT LEVEL**
 - **SYSTEM-WIDE VIRTUAL MEETINGS FOR STAFF TO CONTINUE EDUCATION ON HOW OUR TEAM SUPPORTS AND WHY THESE TOOLS ARE IMPORTANT**

RESOURCES

- [URBAN LIBRARY TRAUMA STUDY](#)
- [SAMHSA'S CONCEPT OF TRAUMA AND GUIDANCE FOR A TRAUMA-INFORMED APPROACH](#)
- [VOCATIONAL AWE](#)
- [WE ARE NOT OKAY: LIBRARY WORKER TRAUMA BEFORE AND DURING COVID-19 AND WHAT HAPPENS AFTER](#)

