

THE COMPASSIONATE LIBRARIAN

I'm Ashley!

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DENVER PUBLIC LIBRARY

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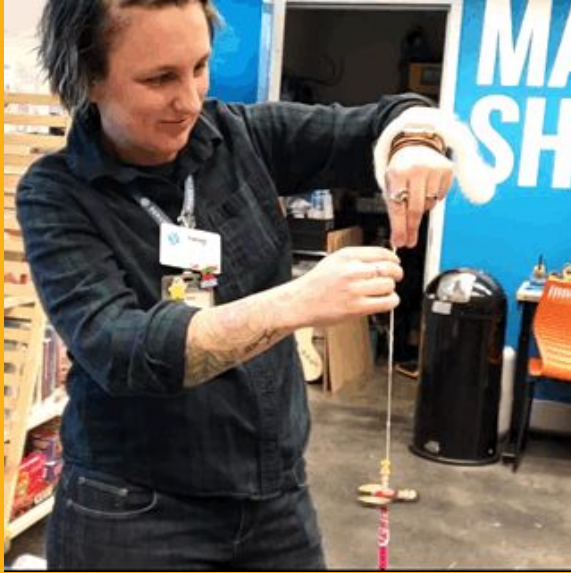
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ABOUT TODAY

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**



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TRAUMA-INFORMED LIBRARY SERVICE

The way we should operate moving forward

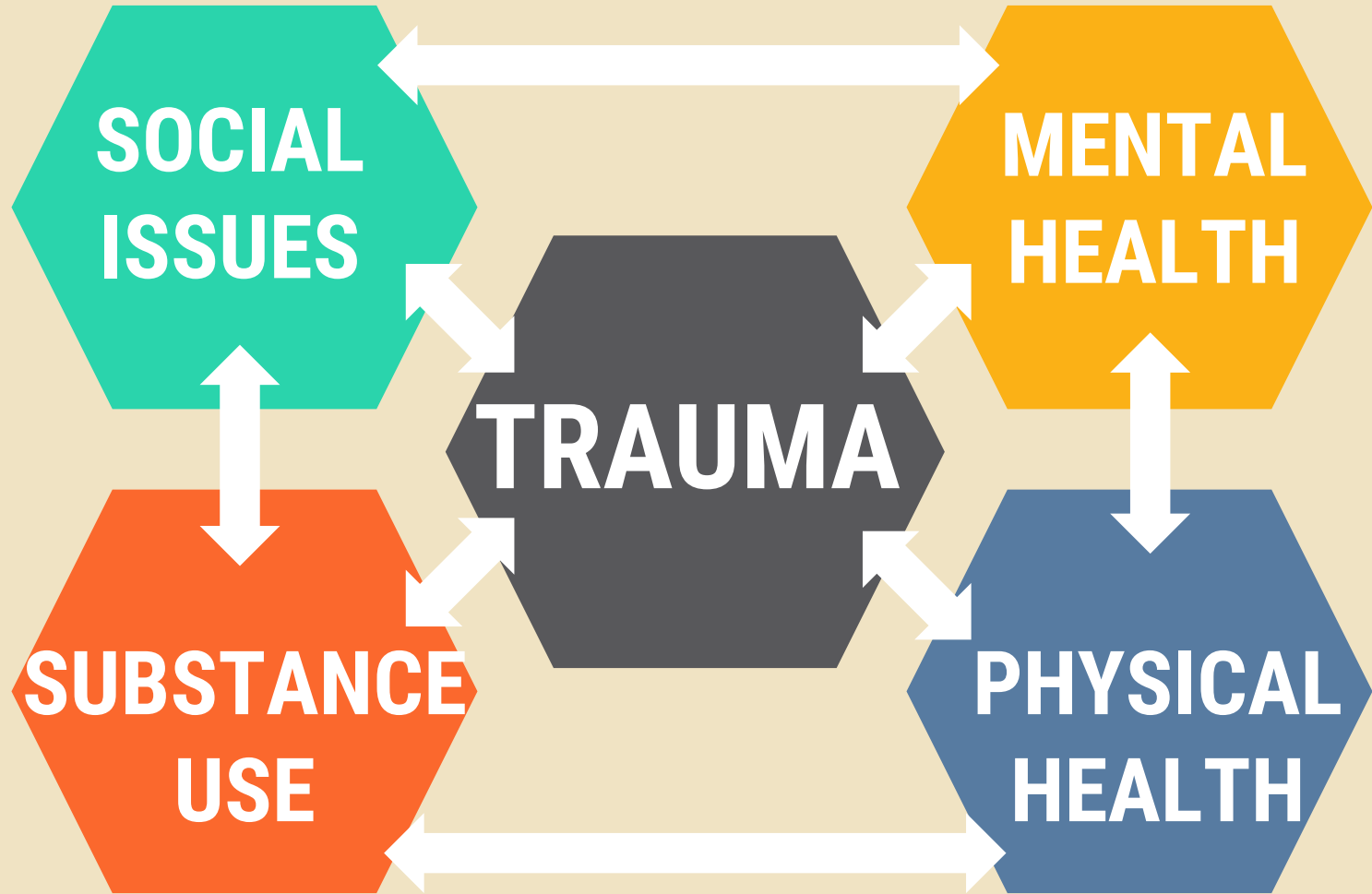
CLINICAL DEFINITION OF TRAUMA

- 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 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?



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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

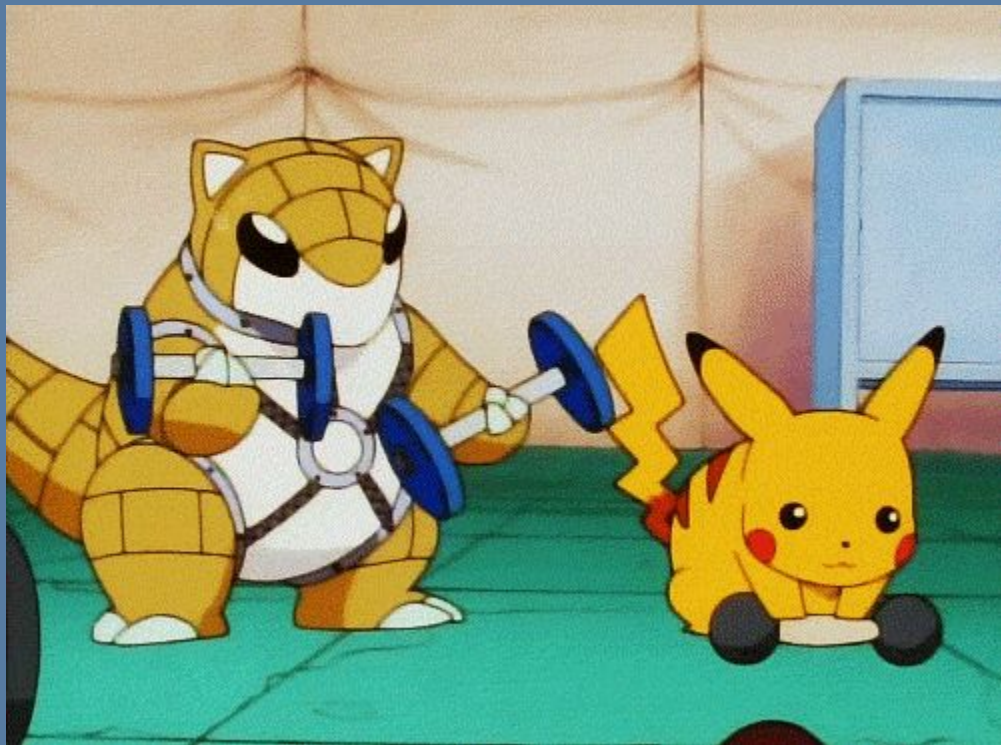
Try, struggle, learn, try again



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