

Trauma Sensitive Library

2018



SAINT PAUL
PUBLIC LIBRARY

3 Parts of the Trauma Sensitive Library Project



The Work of the Social Worker

March-September

39 Staff Consultations

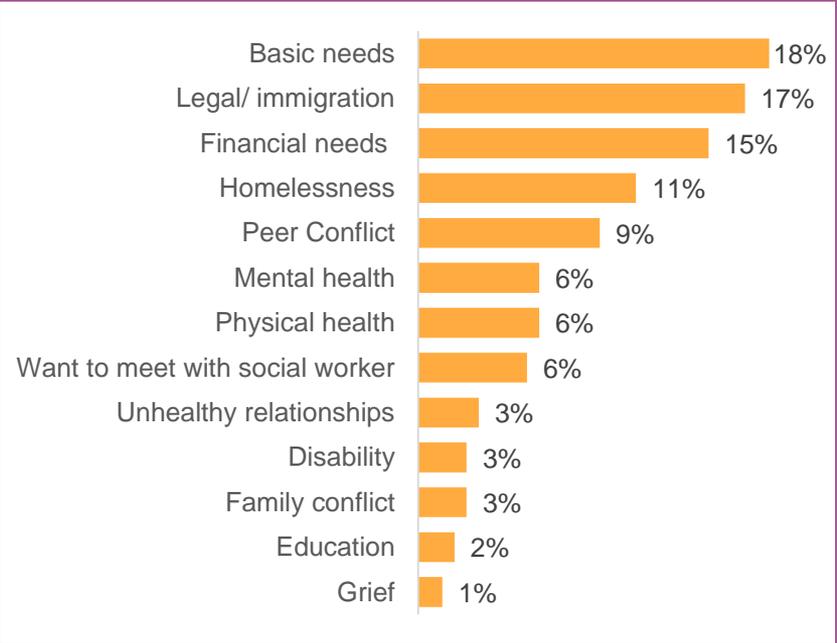
123 Patron Contacts

188 Children Impacted

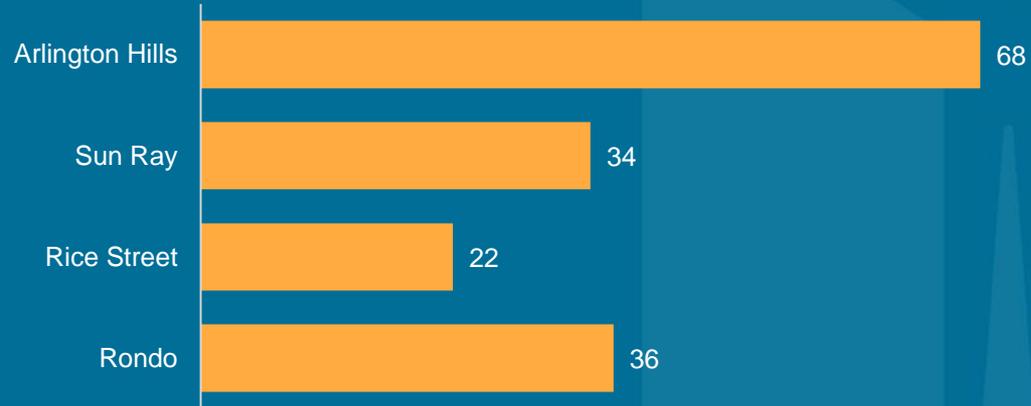
350 People Affected



***Highest needs
across libraries
as reported by
patrons***



Number of Needs per Library



Which Days Patrons Seek Library Staff Assistance with Needs





Building Staff Capacity

- **Over 600 training hours**
- **22 Training sessions were offered**
- **Over 100 staff members trained**
- **Staff from every library location participated**

Trauma Sensitive Library Training

- Trauma Informed Customer Service
- Behavior Modification and De-Escalation
- Physical Safety and Emotional Boundaries
- Secondary Traumatic Stress, Vicarious Trauma, and Burnout for the Helping Professional

- Survival Based Youth: Engaging Youth who have Experienced Trauma (part 1)
- Survival Based Youth: Establishing and Maintaining Positive Behavior Norms and Standards (part 2)
- Survival Based Youth: Limit Setting Team Building Discussion (part 3)



"I will be more aware of the verbage I use with patrons, adults and children, to make sure that my interaction with them is affirming, validating, and positive. This way I can build trust with our patrons and provide the highest form of customer service."

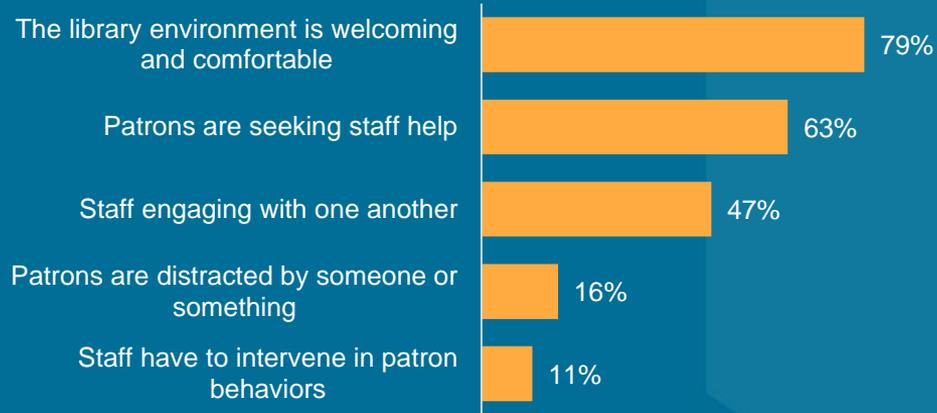
-Library Staff

“Helpful reminder that many of our patrons/customers and some colleagues as well have trauma-influenced histories; work toward figuring out the logistics of managing my own needs so I can continue serving in my job in the way I need to.”

-Library Staff

Impact on environment and staff confidence

Staff observations of the library environment



Staff Pre-project and Post-project Surveys

- Knowledgeable about community and government resources outside of the library: **Spring 70% - Fall 97%**
- Confident in their ability to refer patrons to community and government resources outside of the library: **Spring 45% - Fall 94%**
- Prepared to handle most behavioral incidents in the library (noise, swearing, horseplay etc.): **Spring 60% - Fall 92%**
- Prepared to handle most emergency situations in the library (fights, medical emergencies, illegal activity, etc.): **Spring 40% - Fall 75%**

“I think what we learned can be applied to both our professional and personal lives --realize that most people have experienced trauma at some point in their life and practice talking to people in a way that gives them the most control of a situation. I can see that even just starting with this and being aware of others' outside lives is a huge step in being trauma informed.”

-Library Staff

What's next for 2019

Reflective Practice
Secondary Trauma for Managers
Reflective Practice for Managers
Restorative Practices
Trauma –sensitive approach to security



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