

# 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**

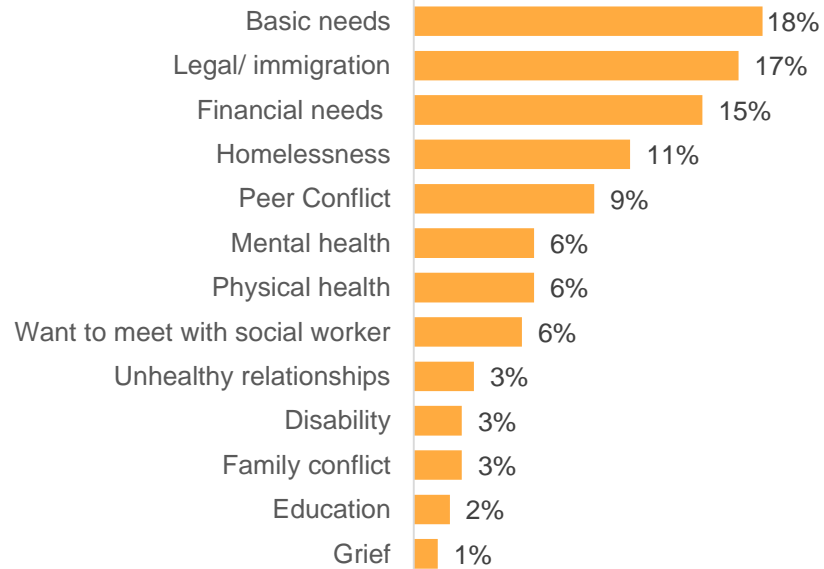
**123 Patron Contacts**

**188 Children Impacted**

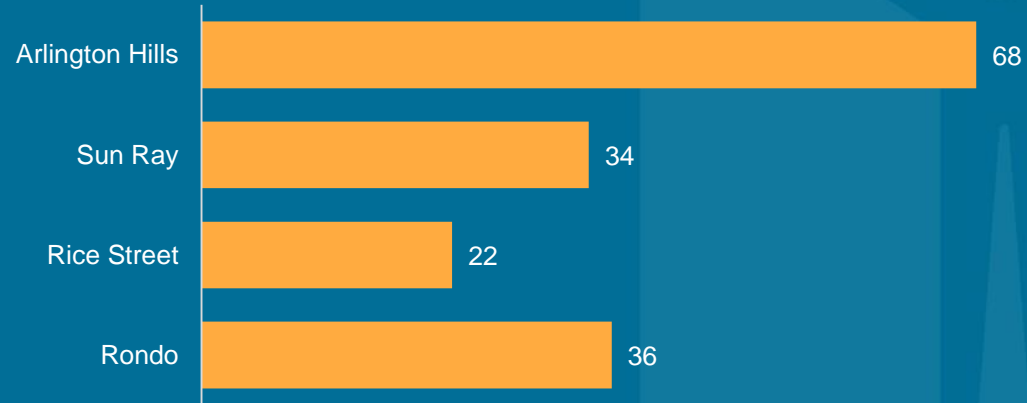
**350 People Affected**



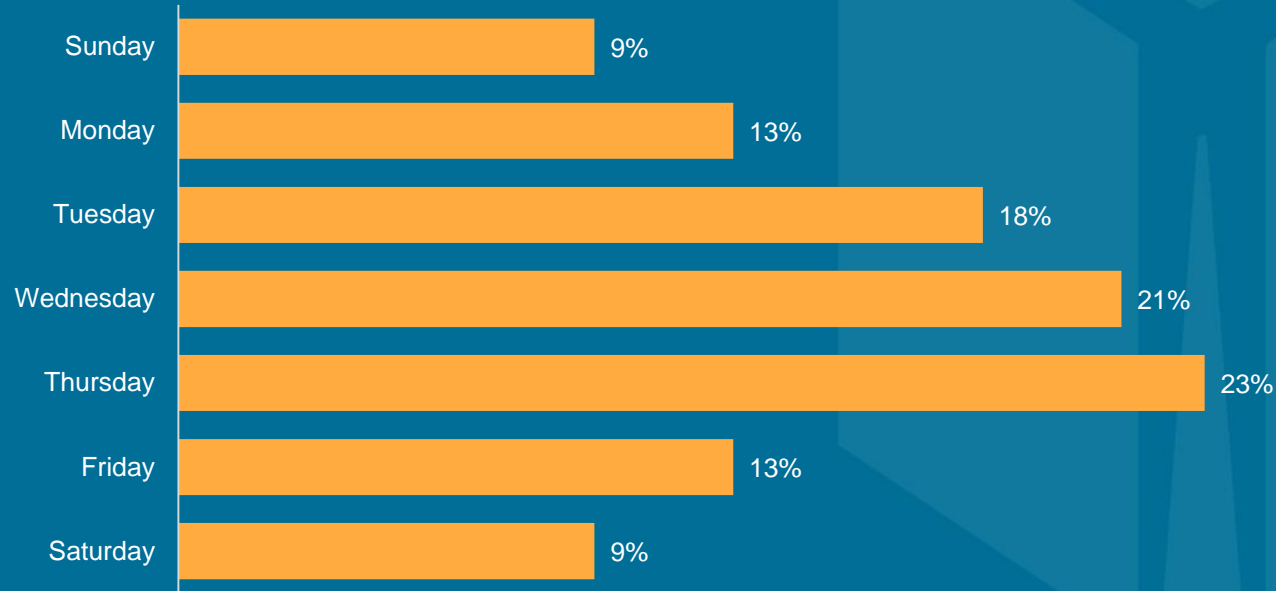
***Highest needs  
across libraries  
as reported by  
patrons***



## ***Number of Needs per Library***



# ***Which Days Patrons Seek Library Staff Assistance with Needs***





## **Building Staff Capacity**

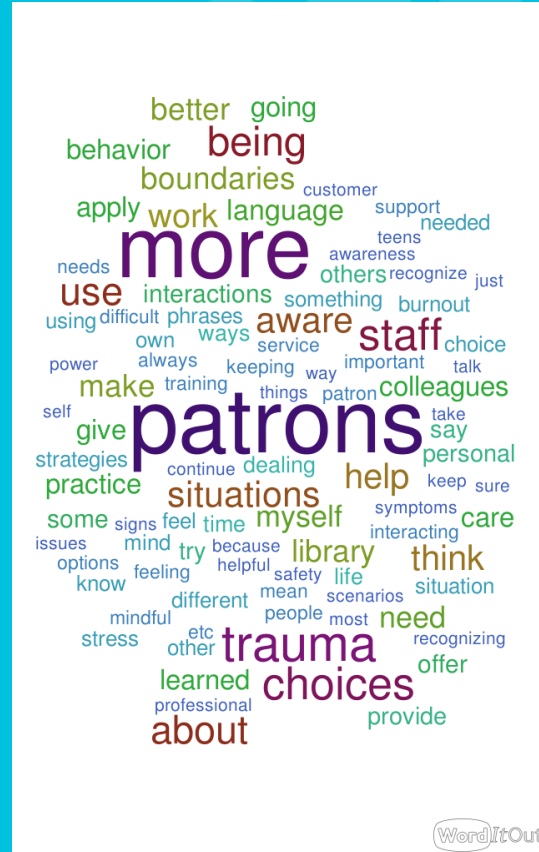
- Over 600 training hours
- 22 Training sessions were offered
- Over 100 staff members trained
- Staff from every library location participated

# 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)



# How will we apply what we learned?





"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



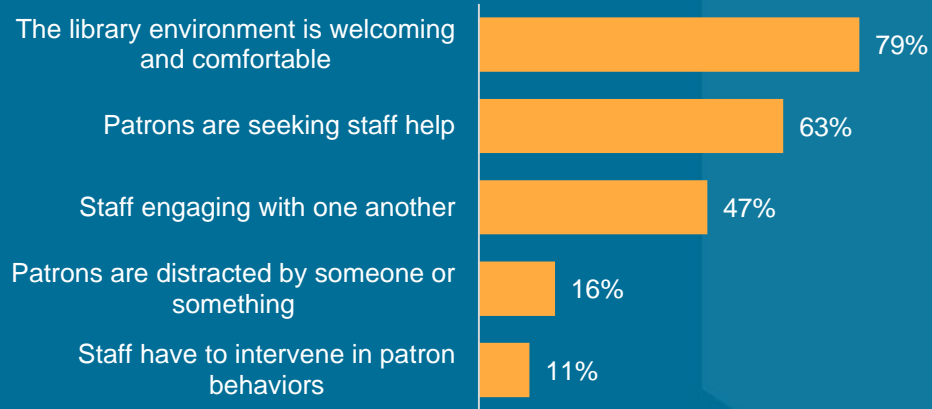
**SAINT PAUL**  
**PUBLIC LIBRARY**

“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%**

The background features large, stylized, light blue quotation marks that frame the central text. The marks are thick and have a slightly irregular, hand-drawn appearance.

"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**



SAINT PAUL  
PUBLIC LIBRARY