

Text Chat Transcript from Jan 25, 2017 Webinar: Trauma Informed Services in the Library: Understanding and Serving our Community

Alicia Doktor: Hello from Sacramento, CA! If you have not had the chance to check out the "Trauma Informed Services in the Library" Facebook page, here's the link! <https://www.facebook.com/groups/1775447376011577/>

Diana Starrett: Hello from San Antonio Alyson Hamlin: What is generational trauma?

Alicia Doktor: For further info on generational trauma, check out Epigenetics

Alyson Hamlin: Thanks!

Vi: C-PTSD!

Trisha Cronin: Thanks Alicia!

Alicia Doktor: Keep up with all ACEs related info on ACEsConnection.com. Check out your local, state or regional chapter

Laura Foye: Can we get spelling for the Dr. whose TED talks you referenced?

Alyson Hamlin: Filletti

Trisha Cronin: Yes please!

Laura Foye: Thanks.

Monterey Hall: Felitti

Laura Foye: It's just my opinion, but I think that in the current political climate, a lot of people in the groups you described earlier - who experience racism, sexism, etc., who also experienced childhood trauma, are likely already somewhat triggered when they walk in the building. If a person is worried about deportation, asking to verify the address on a library account could be really triggering. We have policies to maintain, but awareness of ways trauma can stay with a person is helpful.

nhafter@prattlibrary.org: very true Laura

Alicia Cavitt: Good thinking Laura.

Christina Manz: My personal observations agree with Laura.

Margaret Morris: Good point, Laura!

Jennifer Ori: it reminds me of the british saying 'carry on'

Linda Eagleton: In 2015, Wimberley was devastated by two floods. Many people lost their homes and some lives were lost. People in the community were very traumatized. We heard many sad stories from patrons in the library.

Freya: That's true in so many ways, Laura. People who are afraid of losing health insurance may be sensitive about fines. People who are afraid of losing status may be sensitive to admitting membership in a specific group, or may be especially sensitive to perceived slights.

Monterey Hall: The Waldo Canyon and Black Forest fires had a similar effect in Colorado Springs. The entire community was adversely affected, but the community also came together in a display of resiliency.

Sereptha Strong: Ditto... I hear kids who are worried about their parents being sent back to Mexico when they were born here. This is now causing them trauma. Add to that the Executive Order to build a wall... this is terrorizing to a lot of people.

jmetcalf-kemp: Reminds me of the need to avoid distraction

Sereptha Strong: *kids who are worried *build

Infopeople Project: <https://www.mentalhealthfirstaid.org/cs/>

Tim Burkhart: I took this Mental Health training in October at the California State Library. I recommend it

Jeanne Fondrie:Local provider here also offers Teen Mental Health First Aid, which is good too

Margaret Morris:Good to know, Tim.

Alicia Doktor:@Tim Burkhart: Do you know if there is a list from CA State Library on trainers that were trained?

Tim Burkhart:Alicia, I think so. email me at timothy.burkhart@library.ca.gov so I can look for you.

Alicia Doktor:Thanks!

Kimberlee:wow!!

Nicole Powell:Thanks!

Mary Augugliaro - Infopeople:Here's a link from the CA State library page about the Mental Health Training <http://www.library.ca.gov/grants/lsta/mentalhealthtraining.html>

Touger:I took a 2 days training through Yolo County.

Sarah Washburn:Great advice. Be clear and concise. It's ok.

Vi:What's your feeling on zero-tolerance policies, then?

Kristin Martin:sound is cutting out

nhafter@prattlibrary.org:how does this list differ from burn out

Alicia Doktor:In Denver, have you worked on communication between the Library and law enforcement? Sometimes calling police can escalate a situation if the police are not on the same page or trauma informed.

Laura Foye:My background is early childhood ed. and we are all about talking about what we can do...what the choices are, etc. That approach has always served me well in libraries. For me, it take the focus off the 'no', and gives the patron some choices that are feasible.

mpenteco:What's the sensitivity line for helping people who have an issue but might not be receptive to them. For example, the drunk patron who has to leave will probably not want a referral to AA or counseling. Are there ways we can effectively present ourselves as concerned for their care while also enforcing the rules?

Monterey Hall:Ask it your local police department has a HOT (Homeless Outreach Team) department. HOT teams generally approach situations from a trauma informed perspective.

Jeanne Fondrie:She does! very good book.

Jeanne Fondrie:She does workshops for libraries as well as other organizations

Christina Manz:In Austin (TX), police deparment has a "Crisis Intervention Team."

Barbara Metzenbaum:Is it possible to print out this chat after the training? There are some excellent notes here.

Alicia Doktor:Can you address how becoming Trauma Informed is an organizational change? How has your library system approached the culture change of becomming trauma informed? Did the movement come from Librarians/Staff or from Administration? Did you have support or challenges from Admin? Any tips on how Librarians/Staff can approach their Admin on starting this process?

Mary Augugliaro - Infopeople:The webinar archive along with the chat transcript will be available here <https://infopeople.org/civicism/event/info?reset=1&id=645>

Barbara Metzenbaum:thanks.

TEF123:Wonderful, thanks

Harsimar Singh:We have a tree outside our Library and drop all our worries,tasks and pick it up on our way to the library the next morning.

Lynn Harthorne:A worry tree! Love that idea.

guest 2:what about your spouse asks how your day was, then you relive it... do you not share your day?

Lolita McMillan:Does a certificate come with this webinar

Mary Augugliaro - Infopeople:You'll have a chance to get a certificate at the end of the webinar

Lolita McMillan:Thank you Mary

Nicole Powell:Explain "how will you utilize your supervisor?" please.

Laura Foye:You can also set a timer. 5 minutes of sharing what you really want to, then shifting to home topics.

Harsimar Singh:Share only the good stuff,Brings more positivity to home,Share the worries with supervisors

Barbara Metzenbaum:Does every branch of the Denver PL have an LCSW on staff? Or just some of them?

Kimberlee:What I find challenging is returning to my best mode of service to kids after dealing with someone facing traumas who needs help. Then back to "Itsy Bitsy Spider"....it's tricky!

Barbara Metzenbaum:You wrote the grant and took it to the admin? Or did someone come to you? Who's the person who came up with this at the SFPL?

Lolita McMillan:Great advice Harsimar! I did this and it really made a difference with my husband at home;

Barbara Metzenbaum:can you spell that person's name?

Monterey Hall:Sharing only the good stuff can actually be detrimental too. There's a great This American Life episode about a soldier bottling up his experiences that goes into how only sharing the positive with people close to you can be harmful.

Harsimar Singh:Awesome Lolita,Great Job! iTs hard but works wonderfully!

Barbara Metzenbaum:did you already work for the library?

Barbara Metzenbaum:villa?

Barbara Metzenbaum:ok

Alicia Doktor:Just a quick reminder on how to learn more and stay connected: <https://www.facebook.com/groups/1775447376011577/>FB Group on TIS in Libraries and also www.acesconnection.com

Infopeople Project:leah esguerra

Infopeople Project:Infopeople did a webinar on sfpl's program: <https://infopeople.org/civicrm/event/info?reset=1&id=42>

Harsimar Singh:Thanks Elissa