

A Trauma Informed Approach to Public Library Social Service

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What is TILT?

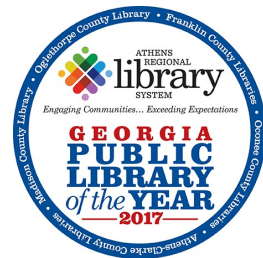
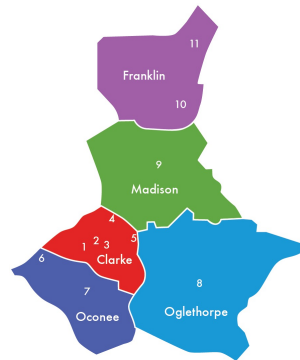
An IMLS-funded project designed to assist the Athens Regional Library System to embed trauma-informed practices in order to best support the multi-faceted needs of at-risk and vulnerable patrons as well as provide organizational supports for staff to best inform trauma awareness, cultural sensitivity, and best practices in delivering support services to individuals and the community.

Setting The Stage



Our Library System

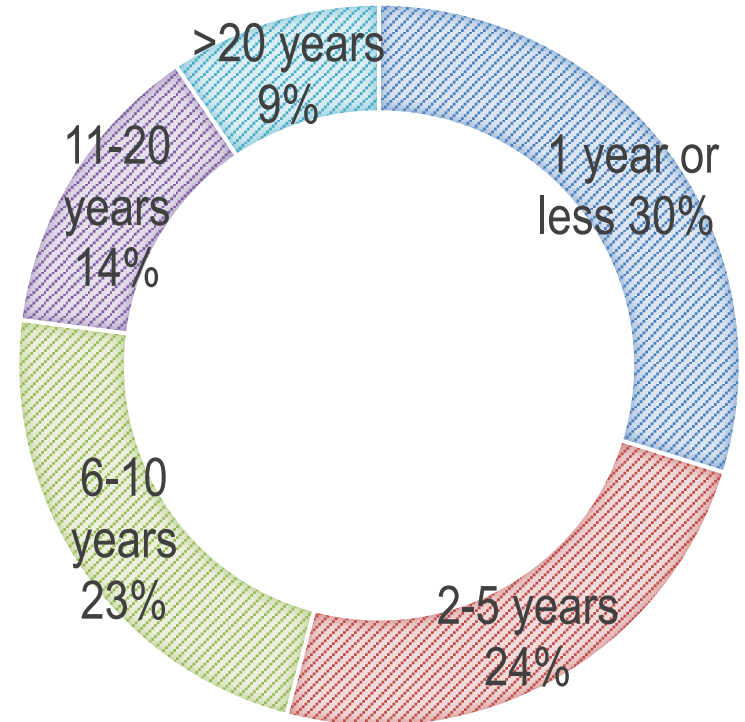
- 5 counties
- 11 libraries
- 232,000 population served
- 76,700 card holders



Library Staff Demographics

% Years of Experience

- 66% of the 140 library staff (n=93) participated
- Status: 52.6% were PT and 47.4% were FT
- Role: 48.0% Public Service; 26.7% Management; 25.3% Operations
- Race/Ethnicity: 74% White; 5% Black; 3% Hispanic/Latinx; 18% Other
- Gender Pronouns: 68% she/her; 21% he/him; 3% They/Them; 8% Other



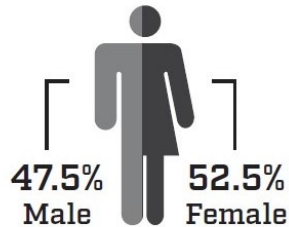
The “most pressing problems” library patrons face...

Rank	Youth Patrons	n	Adult Patrons	n	Total (Youth & Adult)	n
1	Food security	53	Poverty	75	Poverty	124
2	Disruptive behavior	53	Unemployment	74	Food security	106
3	Poverty	49	Homelessness	70	Stress	98
4	Academic issues	37	Mental health illness	67	Mental health illness	90
5	Stress	37	Health issues	62	Disruptive behavior	84
6	Inadequate childcare	36	Stress	61	Homelessness	81
7	Child abuse & neglect	30	Substance use/abuse	55	Health issues	80
8	Discrimination	30	Social isolation	54	Illiteracy	80
9	Family violence	30	Food security	53	Unemployment	79
10	Illiteracy	27	Illiteracy	53	Social isolation	79



Athens By The Numbers

Demographics [2010 Census data, unless noted]



Racial Makeup [2015 est.]

- White – 65.4%
 - Black – 27.5%
 - Asian – 4.5%
 - Other – 1.3%
- Hispanic or Latino – 10.6%
(may be any race above)

5th Most populous
of Georgia's
535 cities

19th Most populous
of Georgia's
159 counties

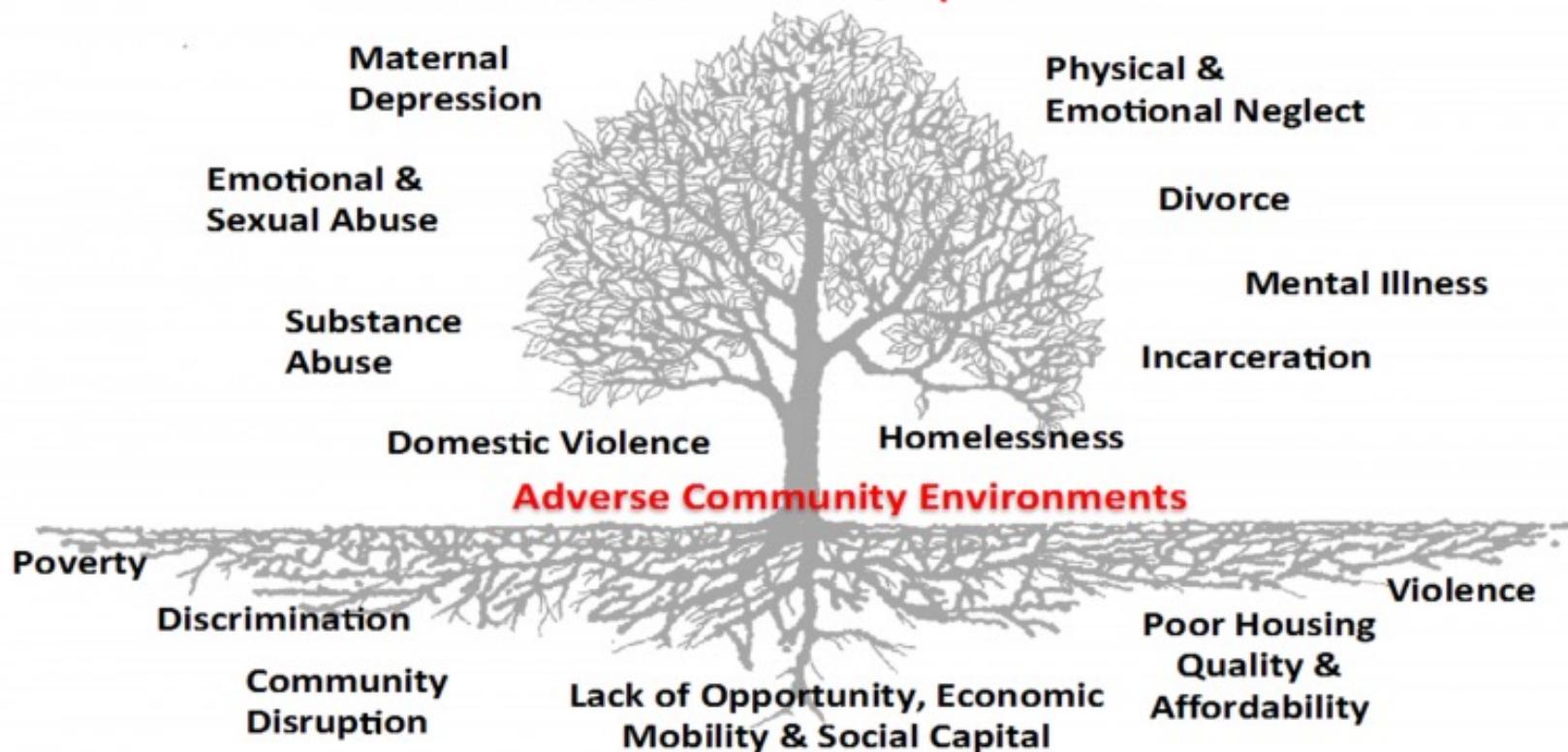
Population, including students (2015 est.).....	123,912
UGA Athens only enrollment (Fall 2016)	35,162
Median age in years	26.2
Median household income	\$33,060
High school graduates (ages 25+)	85.5%
Bachelor's degree (ages 25+)	39.3%
Persons below poverty level.....	37.8%
Unemployment (GA Dept. of Labor, Oct 2016).....	5.3%

Guiding Frameworks



The Pair of ACEs

Adverse Childhood Experiences



Ellis, W., Dietz, W. (2017) A New Framework for Addressing Adverse Childhood and Community Experiences: The Building Community Resilience (BCR) Model. *Academic Pediatrics*. 17 (2017) pp. S86-S93. DOI information: 10.1016/j.acap.2016.12.011

What is Trauma Informed Care?

Trauma Informed Care

Trauma Informed Care (TIC) recognizes that traumatic experiences ***terrify, overwhelm and violate*** the individual. TIC is a commitment not to repeat these experiences and, in whatever way possible, to **restore a sense of safety, power and worth**.

The Foundations of Trauma Informed Care

Commitment to Trauma Awareness

Understanding the Impact of Historical Trauma and Oppression

Agencies Demonstrate Trauma Informed Care with Policies, Procedures and Practices that:

Create Safe Context through:

- Physical safety
- Trustworthiness
- Clear and consistent boundaries
- Transparency
- Predictability
- Choice

Restore Power through:

- Choice
- Empowerment
- Strengths perspective
- Skill building

Build Self-Worth through:

- Relationship
- Respect
- Compassion
- Acceptance and Nonjudgment
- Mutuality
- Collaboration

SAMHSA'S 6 PRINCIPLES

of a

TRAUMA-INFORMED APPROACH



SAFETY

Prevents violence across the lifespan and creates safe physical environments.

TRUSTWORTHINESS

Fosters positive relationships among residents, City Hall, police, schools and others.

EMPOWERMENT

Ensures opportunities for growth are available for all.

COLLABORATION

Promotes involvement of residents and partnership among agencies.

PEER SUPPORT

Engages residents to work together on issues of common concern.

HISTORY, GENDER, CULTURE

Values and supports history, culture and diversity.

Through a Culturally Specific Lens

- Realizing the prevalence of trauma individually & collectively and the presence of strength & resilience (both individual & collective).
- Recognizing how trauma affects, directly and indirectly, all individuals involved with the program, organization, or system, including its own workforce by recognizing how survivors bring to the forefront inner and collective growth.
- Responding by putting this knowledge into practice by learning from community, promoting safety and cultural wellness.
- Resisting re-traumatization by drawing from cultural resiliency, traditional healing tools and collective wisdom.
- Rebuilding connection to community, family and kin, country, culture, body-mind and spirit-spirituality

Program Design



Becoming Trauma Informed

Needs Assessment

Staff Training

Social Work Interns

Community Partnerships

Policy Review

Staff Training Topics

- QPR (Question Persuade Refer)
- A Social Worker Walked Into A Library
- Empathy & Self Care In A Trauma-informed Library
- De-escalation Techniques

Social Work Intern Office Hours...

- Three days a week
- Walk-ins
- Brokered referrals



Social Work Interns at the Library!

No appointment needed.

oct-dec 2019

hours

Wednesdays, 11 a.m.-6 p.m.
Thursdays, 9:00 a.m.-6:30 p.m.
Fridays, 9:00 a.m.-4:30 p.m.

**hours subject to change.*

location

Upshaw Bentley Conference
Room
2nd Floor
Athens-Clarke Co. Library

Made possible by a grant from the Institute of Museum and Library Services.

Call 706.286.6152 or email ugatilt@gmail.com for information.



Athens-Clarke County Library
2025 Baxter St
Athens, Georgia 30606 | 706-613-3650
www.athenslibrary.org/athens



Site Visits...

- Connect staff/intern pairs with agencies
- Three areas:
 - Housing/Transportation/Food Sustainability
 - Employment/Financial Literacy/Education
 - Mental Health/Medical Health/Social Services

Weekly Tabling...

Themed events



Great for outreach

Agencies welcomed

Policy Review...

Assessing library policies and the physical environment to ensure they are following trauma-informed principles

Incorporating A TIC Framework Into Libraries Includes:



Staff training on trauma, TIC, recognizing triggers, practices that can serve patrons more effectively



Implementing practices to help patrons regulate emotions, understanding why patron behaviors and reactions



Providing holistic, integrated librarianship that includes facilitating access to local resources.



Culturally responsive programming that nurtures culturally-specific protective factors in diverse populations



Reviewing policies, practices, & procedures to avoid re-traumatizing customers.



Conducting an environmental scan to create a safe, calm, and welcoming building for patrons

A Trauma-Informed Approach to Public Library Social Service: A Video

<https://www.youtube.com/watch?v=xNF1Ef8kG98>

Thank You! Questions? Comments?



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