

A vertical decorative bar on the left side of the slide, featuring a green-to-blue gradient background. It is filled with various white line-art icons including flowers, leaves, a candle, a sun, a mountain, a cup of coffee, and a tree.

REKINDLING

from **BURNOUT**

Lessons and Strategies for Public Library Workers

An Infopeople Webinar, November 18, 2021



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Cypress Hills



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Brower Park @ BCM



Lawrence Fiorelli, Adult Librarian,
Red Hook

With thanks to:

Adeeba Afshan Rana, Neighborhood Library Supervisor,
Bedford

Mindful Movement



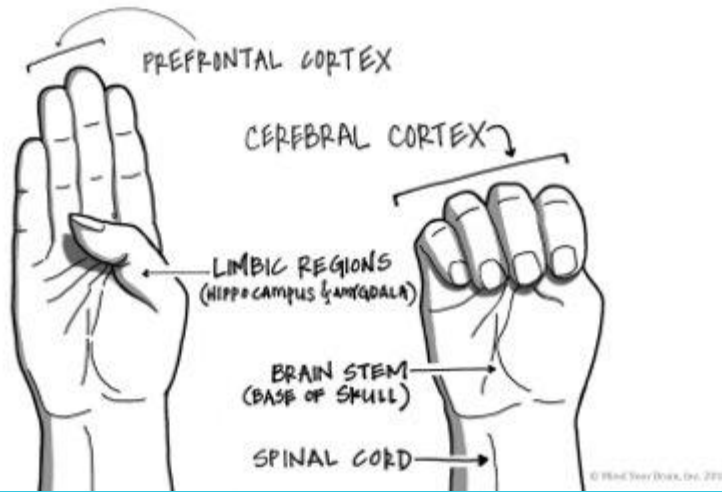
A patron will come to the desk and simply ask,

“Can you help me?”

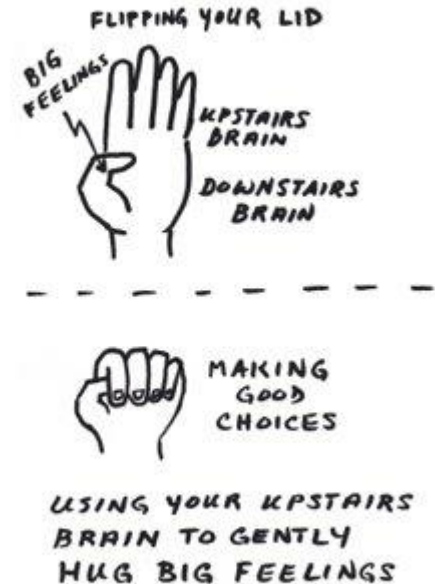
And I say,

“I hope so, what do you need?”

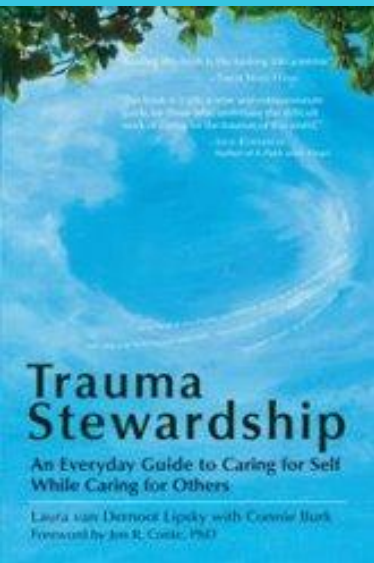
Hand Model of the Brain



Dan Siegal's Hand Model of the Brain



Secondary Trauma



Trauma Exposure Response

When thinking about your trauma exposure responses, consider:

Your personal history

History with personal trauma, your resources, connection to your work

Your organizational culture

Trauma Stewardship book references a study by Golie Jansen from 2004 that found “when people perceive their organizations to be supportive, they experience lower levels of trauma”

Societal forces

Oppression, structural violence, social responses to suffering – external factors like global pandemic



Our Team



Practicing Self and Community Care when it's hard

- listening and reflecting (taking a moment to pause) ✓
- 1. A little bit at a time
- 2. Open discussion ✓
- 3. Reorganize schedule +/
- 4. Do something together to connect (clean garden, etc.) ✓
- 5. Don't fill schedule too much to allow time to breathe!
- identifying the need that is not being met. ✓
- Exploring what it means to create a culture of support, even when it is hard.
 - Don't be afraid to say "no." (your schedule is too full)
 - Practice consistency

Trusting will build Friendship

ENCOURAGE STAFF TO PRACTICE LOGISTIC FLEXIBILITY — (LESS BUREAUCRACY)

Organizational Culture... and Change!

Serving patrons who use abusive language

- NOT PENALIZING STAFF FOR 1ST. PERSONAL BOUNDARIES

- Don't penalize staff for speaking up for themselves or other staff members
- Supervisors who are responsive to staff safety (emotional, as well as physical)
- + check in with staff without prompt after a difficult interaction.
- Supervisors should respect boundaries + techniques of individual staff
- Tell patron that I am unable to serve if this ~~not~~ continues
- It's OK to ask someone else to take over ✓
- Clarify policy on banning patrons.
- Don't be dismissive towards staff who have interaction w/ verbally abusive patron

V!brant

Emotional Health

"Beyond Self-Care" workshop with

Organizational Culture... and Change!

Feeling part of the bigger picture / part of the change you want to see

- large group town hall meetings (regardless of title)

- networking / sharing self-care strategies ✓

- visiting other branches ✓✱✓

- stay positive

- listens to people who might have different opinions

- form a support group

Having a real audience with admin for what is happening in branches and what we say we need

Summer lunch I Can't Wait

GOING FINE FREE ✓

- Upper Level transparency

Making Meaning out of bad things that should never have happened

• Removing shame & silence

PROVIDING SPACE/TIME FOR REFLECTION/HEALTHY OUTLET ✓

- personal days for recovery

Have plans in place to deal with aftermath of bad incidents ← structured w/ many outlets

Know how to reach out to EAP program ✓
• Case Workers for staff (not a website) ✓✓

Adequate allotment of personal days (not taking from our sick or leave balances to take time after an extreme traumatic incident) ✓✓✓

critical incident debriefing

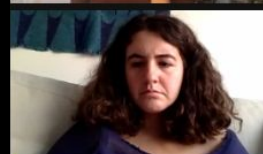
Supporting Others Within Your Scope

General Practice

- Check in often (schedule time)
- Create an environment that is positive and safe for communication
- Allow colleague to feel
- Encourage social time (Virtual or socially distanced)

For Supervisors

- Model Healthy behavior
- Adjust staff procedures and schedules (if possible)
- Offer support from organization (CCA, *Union-Personal Service Unit*)
- Monitor and Review staff well-being
- Act and face change authentically
- Be informed of institutional practices
- Be as open and transparent as possible
- Have a genuine concern for staff
- Give consistent and clear information
- Identify things at work that causes stress and work with staff member to create a plan and solutions



Staff-led Workshops

I just want to say that this presentation is absolutely terrific. It would be great if all this info were shared at a systemwide presentation.



Staff Reflections on doing **Council Circle**

I loved feeling a deep human connection in a way I hadn't in a long time.

I really like the idea of active listening and not just "waiting your turn" to speak, but actually listening with intent.

I'm going to do my best to give people time to connect at the beginning of a program and take a more active role in participation when a program I do isn't pre-recorded.

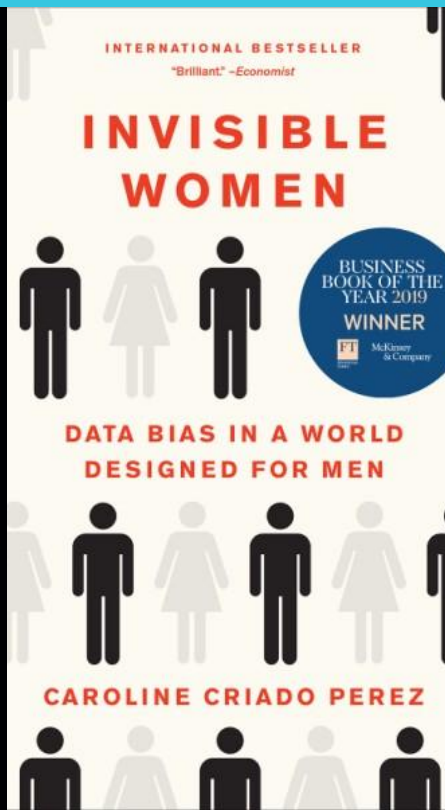
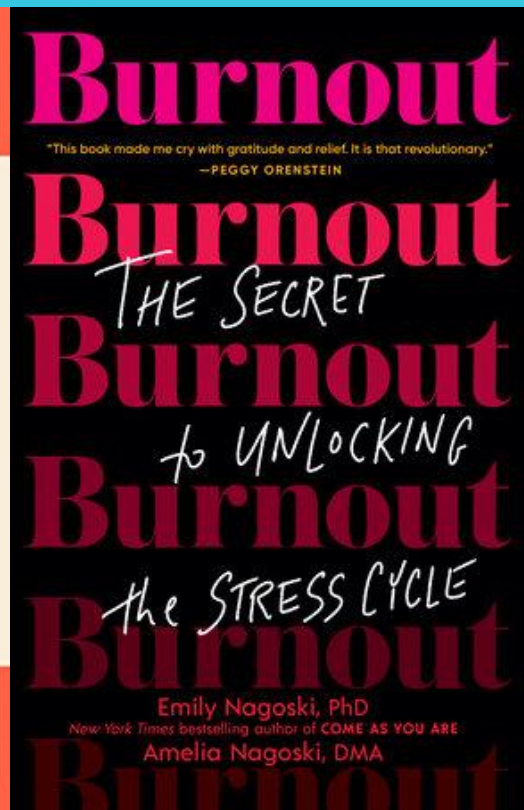
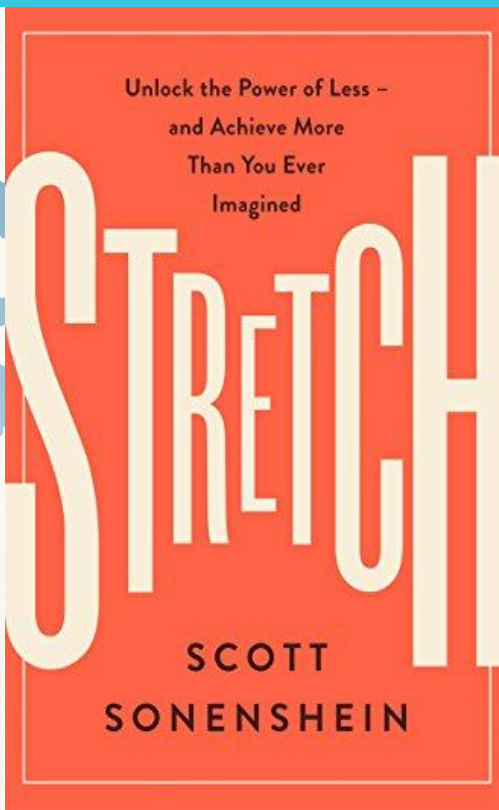
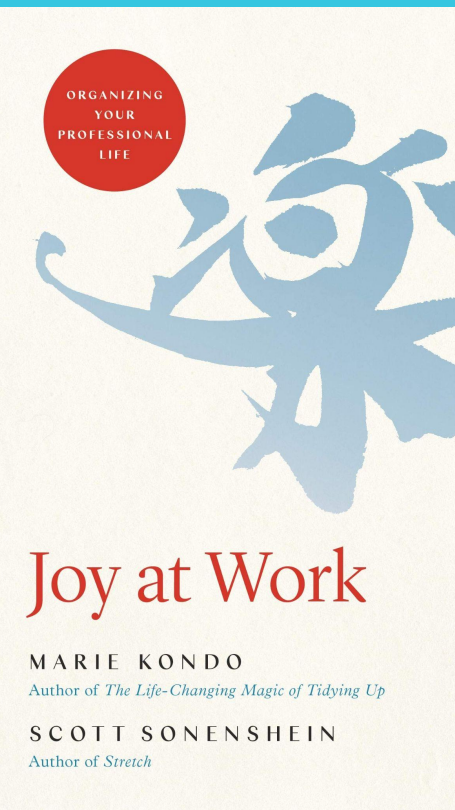
I will definitely run librarian meetings with more intention and structure.

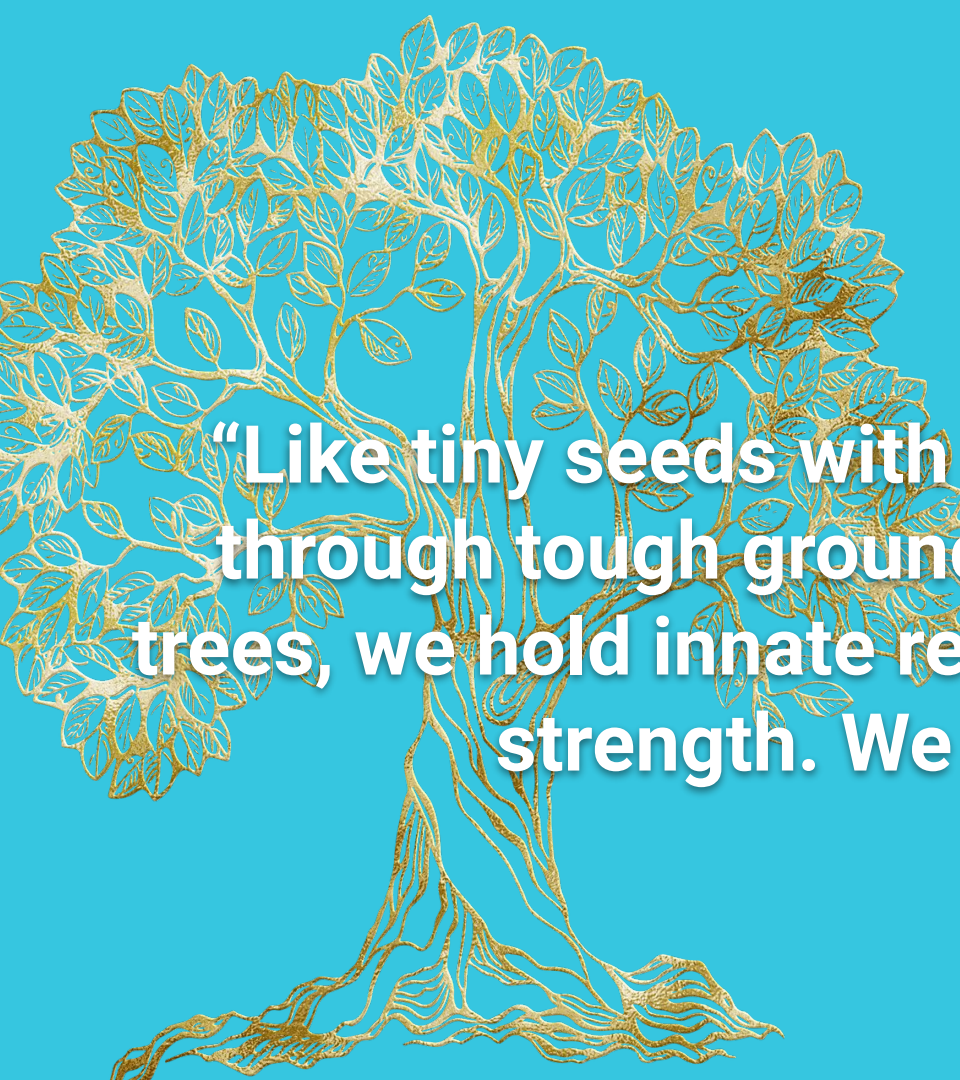
It felt like we were able to be open and vulnerable together and the experience was very moving. And respected.

This definitely helped me feel more connected to staff and realize that we're all humans struggling through this together.



Rekindling “The Cover is Blue” Book Club @ BPL





“Like tiny seeds with potent power to push through tough ground and become mighty trees, we hold innate reserves of unimaginable strength. We are resilient.”

- Catherine Devrye



Let's Take a Breath

REKINDLING:

TAKING CHARGE OF
TAKING CARE



A ZINE OF JOURNALING PROMPTS

FROM YOUR COWORKERS, THE "REKINDLING FROM BURNOUT" TEAM

Four Intentions of Council Circle

- ★ Speak from the heart
- ★ Listen from the heart
- ★ Speak spontaneously and responsively
- ★ Speak Leanly

Available Formats:



Book - 2009

Available

2 available copies, 3 total

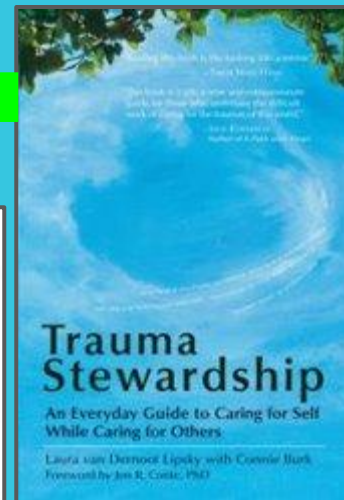


eBook - 2009

Always Available

Unlimited copies

Call number: 610 L



Tiny THE TRAUMA STEWARDSHIP INSTITUTE'S SURVIVAL GUIDE

PROTECT YOUR MORNINGS
[or whenever you wake up]
less cortisol, more intentionality.



GO OUTSIDE
[or look outside]
perspective, context +
something larger than this.



BE ACTIVE
[avoid stagnation]
in body, mind, spirit.

CULTIVATE RELATIONSHIPS
those that are edifying + healthy.

NURTURE GRATITUDE
what is one thing, right now,
that is going well?



DETOX
if navigating addictions
be wise + safe
limit news + social media.

SPEND TIME WITH ANIMALS
↓ stress hormones, ↑ comfort.



METABOLIZE ALL YOU ARE EXPERIENCING
re-regulate your nervous
system.

SIMPLIFY



[less is more.]
be aware of decision
fatigue + cognitive overload.

ADMIRE ART

the gift of feeling transported.



LAUGH

pure humor = a sustaining force.

**FOSTER HUMILITY
& EXTEND GRACE**

self-righteousness
+ hubris = unhelpful.

SLEEP



to cleanse + repair brain + body.

CLARIFY INTENTIONS

how can i refrain from causing harm,
how can i contribute meaningfully?

BE REALISTIC + COMPASSIONATE

[with yourself]

be mindful of the quality of your
presence. it means so much
to others.



Take Care of Yourself!

Download the resource documents shared along with this presentation!



Questions to Consider...

What kinds of networks of support have you built at your library, or can you think of any groups or committees you could connect with?

What are your experiences with secondary trauma at the library? Or can you name some trauma exposure responses you have experienced?

These concepts still apply even if you don't work in a public library. If you don't work in a public library, can you see this approach fitting into your workplace?

One-Minute Vacation



Who We Are

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Our Rekindling Teammates

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Adwoa Adusei, Library Information Supervisor, Brownsville

Kat Savage, Neighborhood Library Supervisor, Adams Street

Cassie Hickman, former Library Information Supervisor, New Lots

Iman Powe-Maynard, former Civic Engagement Manager