

The Role of Libraries in Community Recovery Following Mass Tragedy

Kentucky Department for Libraries & Archives Webinar

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Introduction

Lifecycle of a Disaster

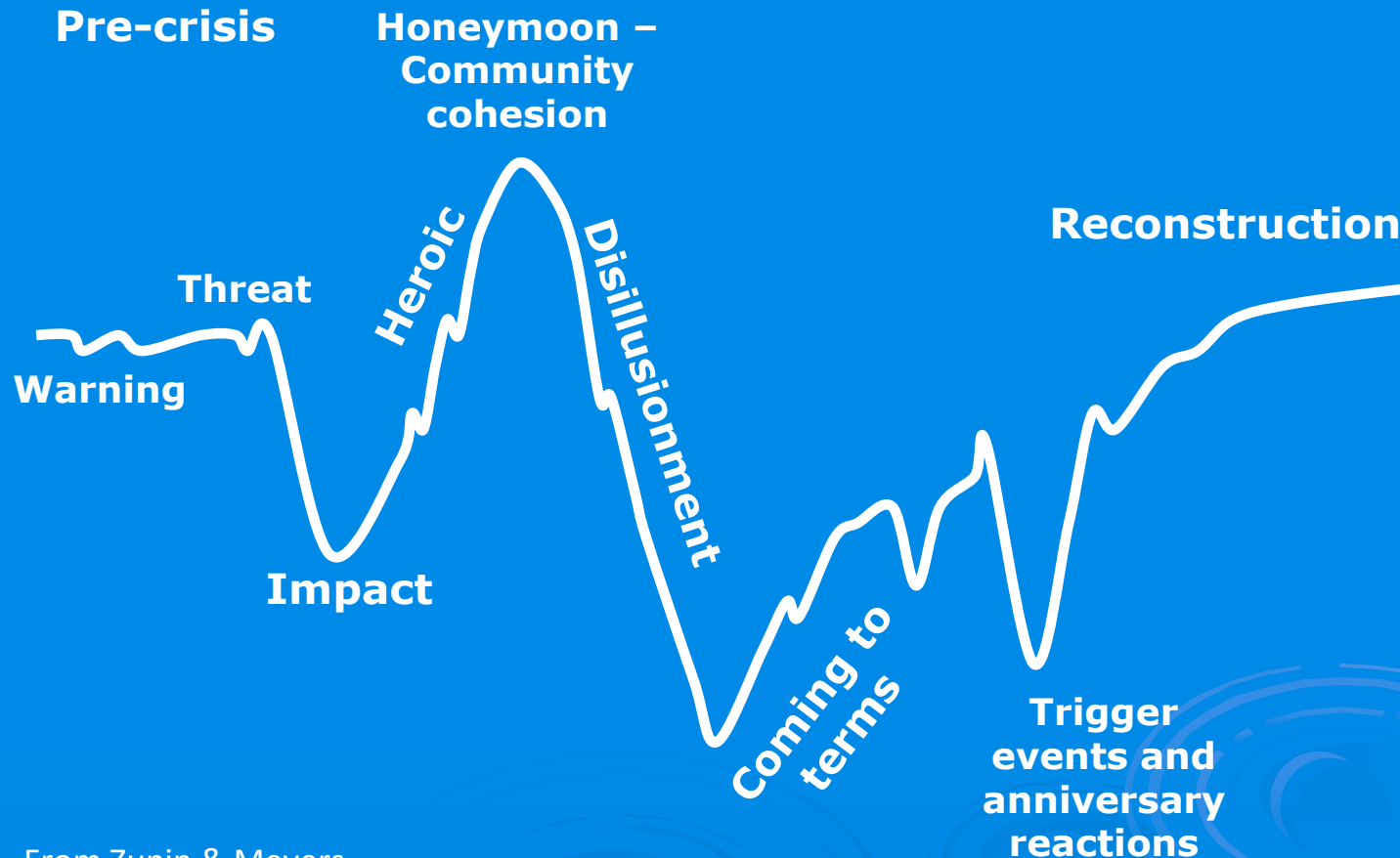
The Impact of Tragic Events

Kevin Becker

Our Focus

- Lifecycle of a Disaster (Kevin)
 - The Impact of Tragic Events (Kevin)
 - Libraries and Their Role (Rainey)
 - Secondary Trauma (Kevin)
 - Marshall County Experience (Tammy)
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Psychological Lifecycle of Disaster



From Zunin & Meyers
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What is psychological trauma?

*Trauma is a profound **disruption with loss of** a sense of **safety, predictability, and/or control**.
Typically involving fear and perceived life threat.*

- sudden (acute) disruption
- prolonged (chronic) disruption



Boston Marathon Bombing & Manhunt

- Examined 'soft target' family/child event
- 4-19 y.o. ...460 respondents...parent reports
- Best predictors of PTSD symptoms were:
 - Seeing dead body
 - Knowing someone killed
 - Knowing someone injured
- Exposure to bombing & manhunt exacerbated symptoms

Impacts on Children

Meta-analysis of 96 Studies:

- Girls more likely to show signs of PTSD
- Boys more likely to show behavioral issues
- Age is not a factor
- Man-made tragedies slightly worse
- Perceived threat to self strong indicator
- Highest rates of PTSD symptoms 6-12 mos. later
- Parent report studies show lower results than child report studies

-Furr, Comer et al 2010

Newtown Survey Results

Of 1633 respondents, 1 year post incident:

~50% described more stress

~60% feel increased anxiety

~40% experiencing depression

~40% difficulty concentrating

~36% sleep related issues

~25% relationship issues

Key Concept for Recovery

What do trauma survivors need?

Safety, Predictability, and **Control**
are the 3 key principles to emphasize
in helping people cope with trauma



Safety, Predictability & Control


What is Safety?

- Physical
- Emotional




Safety, Predictability & Control

What is Predictability?

- Routines/Structure
 - Rules
 - Familiarity
- 

Safety, Predictability & Control

What is Control?

- Feeling Powerful
 - Feeling Influential
 - Making Decisions/Making Choices
- 

YOU can create an environment
in your library using
Safety, Predictability, Control
as a framework





The Role of Libraries

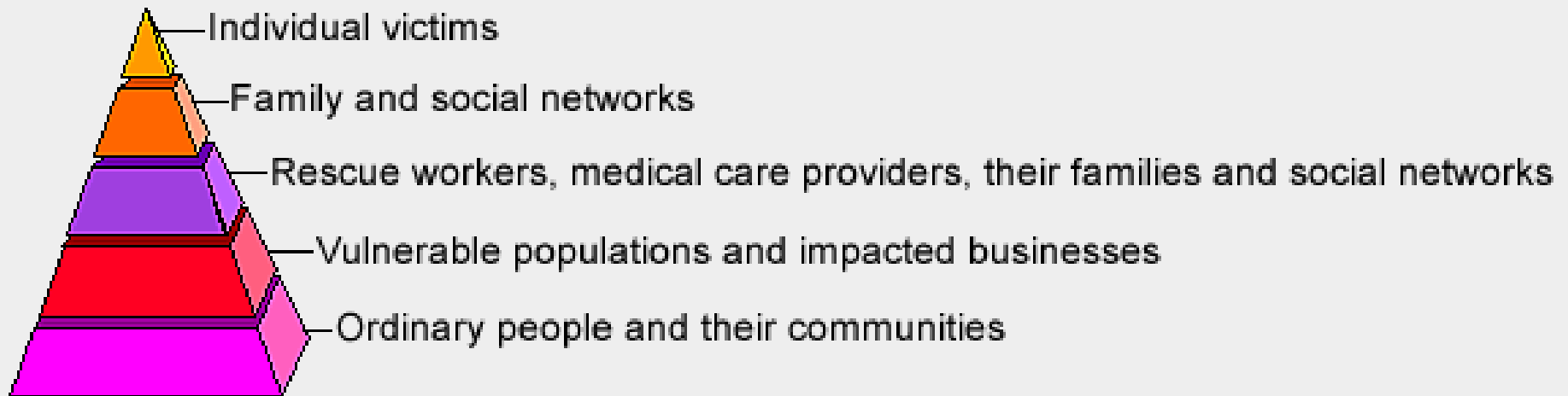
Rainey Tisdale

IMLS: Libraries as Community Anchors

- One of five IMLS strategic goals
- “Healthy, thriving, sustainable communities need institutions that strengthen civic life, understand and respond to community needs, and provide common experiences that knit community members together.”

Who does a library serve during a tragedy?

Disaster Impact Pyramid



What to Do: Before a Tragedy

- Share this webinar with your colleagues, and talk about what you would do if your community experiences a mass tragedy
- Get together regularly with other community organizations to form trusting relationships
- Train library staff in emotional first aid
- Compile resource handouts:
 - List of local mental health services
 - Tips for talking to kids about tragedy
 - Bibliography of books for healing

What to Do: First Day

- First make sure your people, building, and assets and are safe
- Then immediately turn to your community to provide:
 - An open door
 - Basics—water, bathrooms, electricity, kleenex
 - Lending due dates extended
 - Social connection
 - Safe distraction
- Use social media to acknowledge the tragedy and remind your community you are still there, as always

What to Do: First Week

- Keep providing *First Day* services
- Meet with other community organizations to coordinate efforts
- Take time to understand the particulars of your event and consider any specific community issues that may arise
- Make resource handouts available to patrons
- Create and publicize a list of ways people can help
- Offer the library as a gathering place
- Monitor makeshift memorials

What to Do: First Month

- Keep providing *First Day* and *First Week* services
- Keep meeting with other community organizations to coordinate efforts
- Decide who owns, cares for, and/or collects the makeshift memorial; who will document the tragedy
- Seek funding for long term efforts
- If you have the capacity, organize special programming:
 - Talks
 - Concerts or poetry readings

What to Do: 1 Year Anniversary

- Organize cultural programming, ideally a range of types, at multiple venues, with one centralized calendar. Opportunities to:
 - Mark the day together instead of alone in isolation
 - Reflect or screen it all out in safe, beautiful public spaces
 - Express feelings and share personal memories
 - Volunteer or contribute to a collective effort
 - Acknowledge both tragedy and resilience
 - Explore moving forward together

Boston: Obstacles We Faced

- A feeling that we were reinventing the wheel
- The tragedy wasn't in any organization's work plan or any funder's strategic funding goals
- Limited staffing to provide special services
- A lack of clarity on which institution(s) should play lead and/or collect
- Services for trauma survivors took precedence over services for the general public

Boston: Lessons Learned

- Levels of trust, generosity, and risk-taking are not the same in crisis as they are under normal circumstances
- You must have an existing network in place before the event
- Flexibility is key: people, goals, processes, collaborations
- If you don't act quickly people go back to regular life and you lose momentum
- We need more audience research to understand what our communities need from us



Secondary Trauma

“There is a cost to caring”

-Charles Figley, Ph.D.

Kevin Becker



“The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to walk through water without getting wet.”

-Rachel Remen, MD

Defining PTSD

Criterion A:

- Direct exposure
- Witnessed, in person
- Indirectly, close friend or relative. If actual or threatened death, must have been violent or accidental

Defining PTSD

Criterion A continued...

- Repeated or extreme indirect exposure to aversive details of the event(s), usually in the course of professional duties (e.g. 1st Responders, professionals repeatedly exposed to details of child abuse). Does not include indirect non-professional exposure via TV, movies, pics, internet.

Signs & Symptoms to Watch For

- Work obsession
- Nightmares
- Disconnected from loved ones
- Social withdrawal
- Increased sensitivity to violence
- Heightened startle response
- Sense of hopelessness
- Hypervigilance: being on edge



Risk Factors

Personal:


- Trauma history
- Young age
- Isolation, inadequate support system
- Loss in last 12 months

Professional:

- Working with high % of trauma survivors/material
- Little experience
- Lack of professional support system
- Inadequate orientation or training for role

Secondary Trauma

Self-Care Strategies:

- Balance your work & personal life
 - Seek non-victim related activities
 - Respect your personal boundaries
 - Develop realistic expectations
 - Experience/address emotions
 - Avoid professional isolation
 - Know your vulnerable areas
- 
- A decorative graphic in the bottom right corner consisting of several concentric, light blue circles of varying sizes, resembling ripples in water.

Community Resilience...

*'the ability to take deliberate, meaningful,
collective action toward a common goal
in the face of adversity'*





Marshall County
High School
Shooting
January 23, 2018

Tammy Blackwell

Resources

National Center for PTSD: www.ptsd.va.gov

The Trauma Center: www.traumacenter.org

International Society for Trauma Stress Studies:
www.istss.org

Get in Touch

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Thank you to the Institute of Museum and Library Services (IMLS) for sponsorship of this webinar.

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KDLA CE



E-rate Invoicing 2018: Forms 486, 498, and 472 (BEAR)

Thursday, April 26 – 2:00-3:15 pm ET

Preventing Violence Together – 101

Monday, April 30 – 2:00-3:00 pm ET

Library Link Up: Small But Mighty Kentucky Libraries!

Thursday, May 3 – 10:00-11:00 am ET

Everything You Wanted to Know About Youth Services But Were Too Scared to Ask!

Thursday May 3 – 2:00-3:00 pm ET

Guys Read, Too!

Thursday, May 24 – 10:00-11:00 am ET

Save the Date

Visit KDLA's [CE Events Calendar](#) to register for more webinars!

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**THANK YOU
FOR
ATTENDING!**

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