

WALE: Prism of Possibilities: Lighting the Future
It's Not Your Mother's Library: Strategies for Managing Patron Behavior
October 28, 2014

Training Resources

Safe Environment Training (SET):

Joe Fithian, Security and Safety Manager, Seattle Public Library

Safe Environment Training provides an opportunity to refresh and learn new knowledge, information and skills uniquely designed for a library environment to keep you safe. We will address how to set expectations for dealing with violations of Rules of Conduct, facilitate working with local area security, and increase your confidence in maintaining a safe environment. Staff will learn how to establish team responses to challenging situations and to create a common understanding of a Safe Environment for Library Staff, while establishing the skills to identify troubling situations and intervene appropriately to prevent or deescalate the situations. In addition, staff will understand how to identify and manage difficult situations such as dealing with mental illness or alcohol and controlled substances. All staff members are expected to be actively engaged in the environment, which includes addressing behavioral issues and violations of the Rules of Conduct.

Mental Health First Aid:

<http://www.mentalhealthfirstaid.org/cs/>

Mental Health First Aid is an 8-hour course that teaches you how to help someone who is developing a mental health problem or experiencing a mental health crisis. The training helps you identify, understand, and respond to signs of mental illnesses and substance use disorders. KCLS contracted with a local non-profit *Navos* to provide 5 four-hour condensed MHFA classes to our staff. You can search for your local MHFA certified trainer in your area.

Engaging and Supporting Survival Based Youth:

David Wilmes (St. Paul Youth Services) and Karen Kolb Peterson (St. Paul Public Library).

Severe trauma associated with absent parents, lack of food, shelter or other basic needs, dangerous environments, exposure to violence and abuse, and uncertain futures define the experience of many young library patrons. When young people experience these multiple traumas in an ongoing and unrelenting pattern, they typically adapt by developing a survival-based mode of operating. This workshop is designed to provide adults with a foundational understanding of who survival oriented youth are, how library staff can provide them the structure and security they crave, and (in the process) form a relationship in which staff can help youth learn to constructively and effectively use the library.

Sound Mental Health – Safety Training

Jennifer Brown, Safety and Emergency Preparedness Coordinator; jenniferbr@smh.org

This is a 3-5 hour Safety Training course. It focuses on safe and non-harmful behavior management, with an emphasis on early intervention, prevention and the managing of aggressive behaviors. It is designed to help attendees learn to organize their thinking about how behavior escalates and how to respond appropriately during moments of chaos. The training is focused on the Stages of Aggression and our responses, De-escalation, Staff Attitude and Behaviors during a crisis, as well as Staff Fear and Anxiety.

Trauma Stewardship

Laura van Dernoot Noot Lipsky

<http://traumastewardship.com/>

This workshop offers a practical and holistic approach of sustaining ourselves individually and collectively. Whether you are a nurse, teacher, conservationist, journalist, doctor, police officer, firefighter, community organizer, biologist, or caring for a loved one in need, this day is for you. Laura van Dernoot Lipsky will offer a compelling mix of personal insight, cutting edge research, personal stories, and countless *New Yorker* cartoons to help us understand the cumulative toll of being exposed to suffering over time and gain concrete skills to reconcile it. Participants are welcome from all professional disciplines and life circumstances.

Cultures Connecting

Caprice D. Hollins, Psy.D and Ilsa Govan, M.A.

<http://culturesconnecting.com/>

Cultures Connecting provides consulting, professional development workshops, coaching, one-on-one diversity leadership support, and keynotes to assist organizations in entering into conversations about race, culture, and social justice. One class they have provided for KCLS is:

Leading Organizational Change in a Multicultural World

How does power and privilege play out between individuals and systems? What does it mean to be a culturally competent leader? How can I effectively engage across cultures? In this workshop participants will explore dominant cultures norms, unconscious behaviors and the impact this can have on historically marginalized groups. Participants will learn effective strategies for communicating across cultures when well-intended comments create tension in our relationships. This interactive day is designed to increase your understanding of the dynamics of difference and develop your skills as a culturally competent leader. Instructor(s): __ Caprice D. Hollins, Psy.D. is a co-founder of Cultures Connecting. She received her doctorate degree in clinical psychology with an emphasis in multicultural and community psychology. She has over 14 years experience teaching graduate courses, working with historically marginalized populations, researching, studying, and facilitating race related conversations.