

WHAT DOES TRAUMA-INFORMED LIBRARIANSHIP MEAN?

A trauma-informed library creates an environment that is welcoming, supportive, and accessible to all patrons. We've broken it down into six categories and provided a checklist of questions to ask yourself about your library.

Physical Space

- Is the signage inclusive?
- Is the artwork in your space inclusive and affirming?
- Do patrons have access to a calming, quiet space?

Patron-Centered Approach

- Do patrons have access to self-checkout options?
- Can patrons provide anonymous feedback?
- Are staff trained on empathetic communication?

Digital Access

- Are the library's computer spaces private?
- Are there clear internet safety policies?
- Do patrons have access to e-books, screen readers, captioned videos, and multilingual resources?

Staff Training and Policies

- Are staff trained in trauma awareness and de-escalation techniques?
- Are staff trained on diverse needs?
- Are policies fair, flexible, and focused on de-escalation techniques?

Collections and Materials

- Do patrons have access to books on trauma recovery, mental health, and diverse lived experiences?
- Are there clear trigger warnings on potentially distressing materials?
- Do patrons have access to audiobooks, large print, and calming resources like fidget tools?

Programs and Services

- Do patrons have access to programs that affirm diverse identities and experiences?
- Are patron records secure?
- Does the library collaborate with mental health orgs, shelters, and/or advocacy groups?

