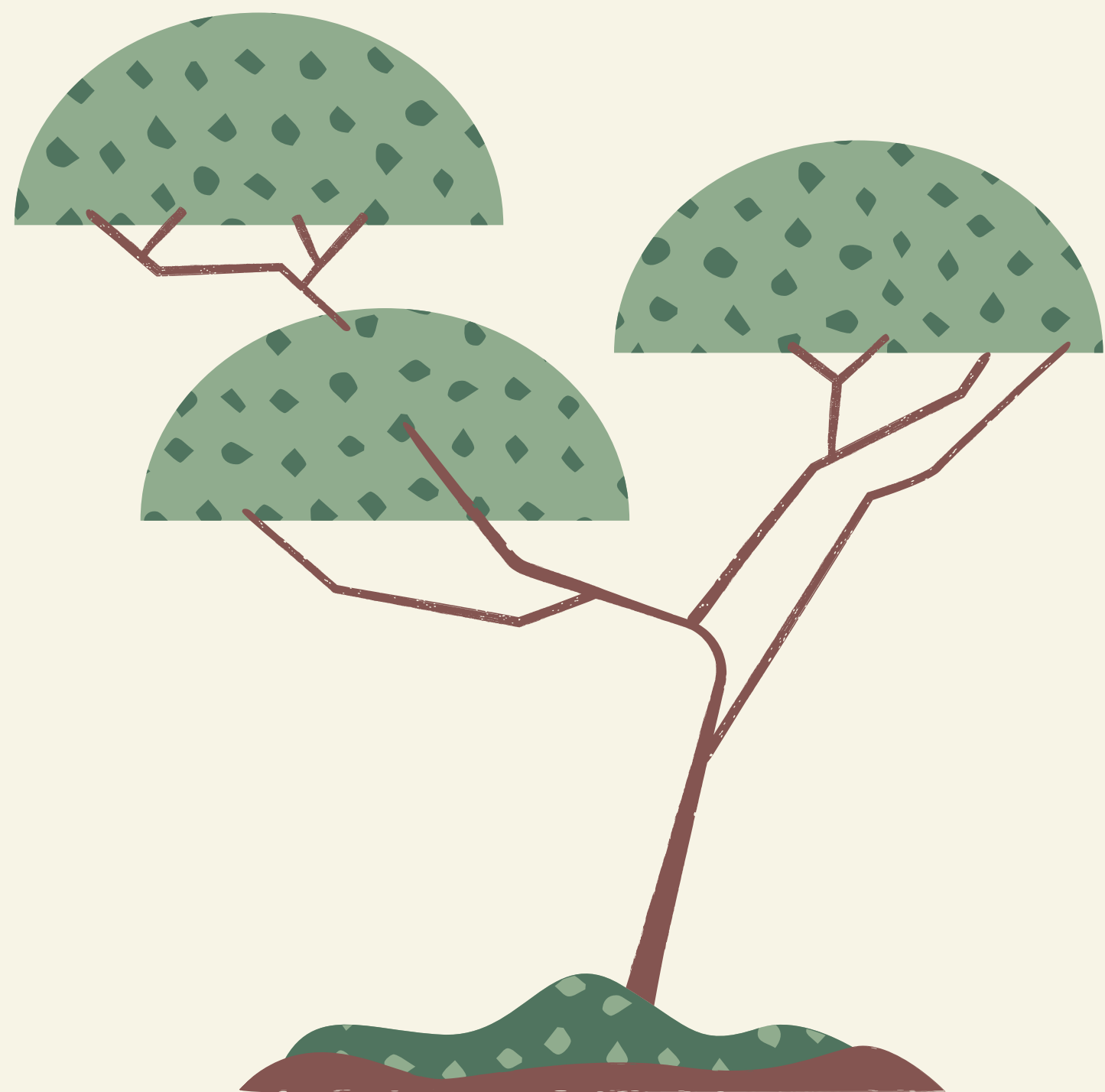


The background is a stylized illustration of a room. On the left, there are two hanging plants in white pots. Below them, a stack of three books with green and red covers sits on a white surface. On the right, there is a framed picture of a landscape with a green mountain and a red sun, a hanging plant in a white pot, and a green lamp with a white base.

Transforming Instruction Leadership

What 2020 Taught Us about
Supporting the Whole Instruction
Librarian



Sarah Norrell

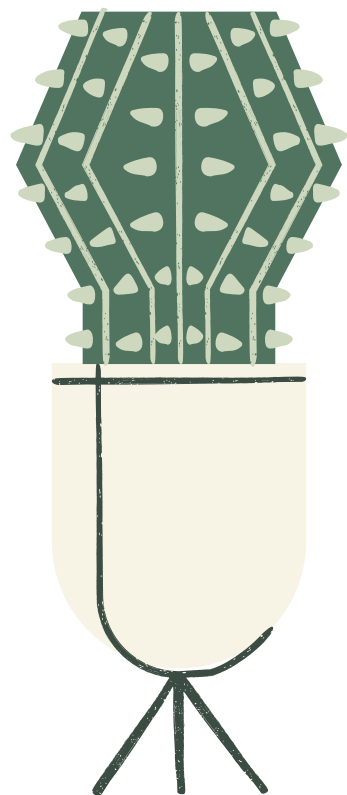
The University of Texas at Tyler

MS, MSIS, BA

She | Her

Instruction Coordinator
Business Liaison Librarian
Plant Enthusiast
Dog Mom

Today's Agenda



Intro & Context

Observations & Experiences

Models for Success

Resources & Portfolio

Questions & Conclusion

Robert R Muntz Library

- 4 floors
- 9 librarians, including the Director
 - 6 liaison librarians
- 10 library staff members

The University of Texas at Tyler

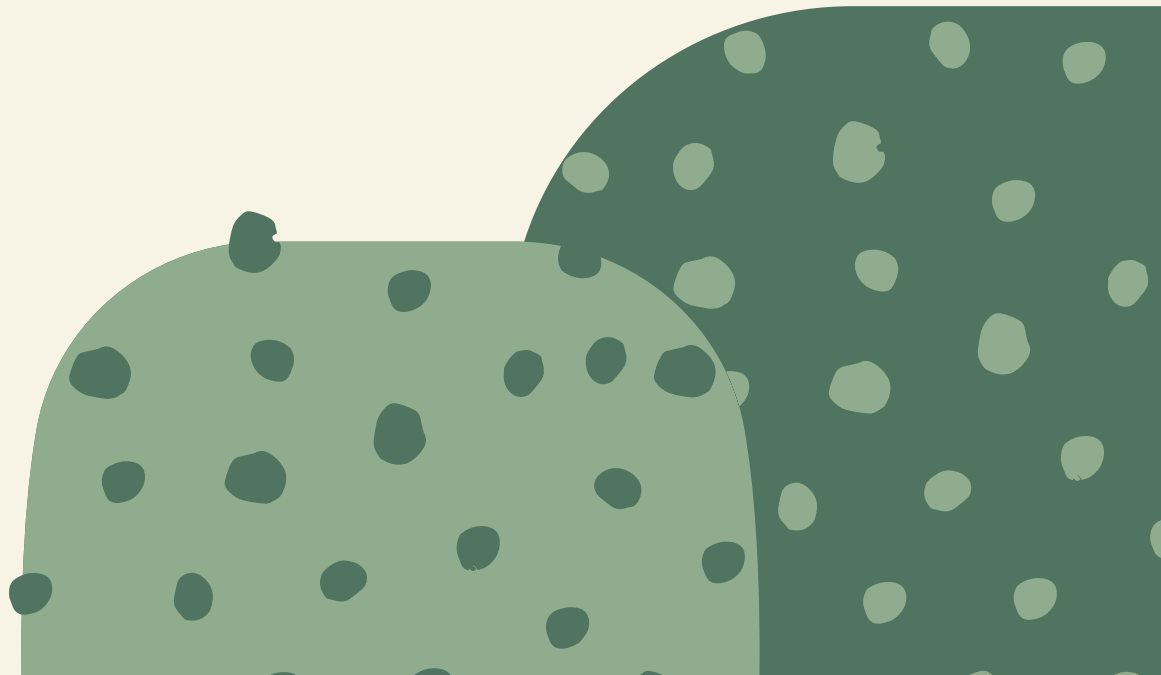
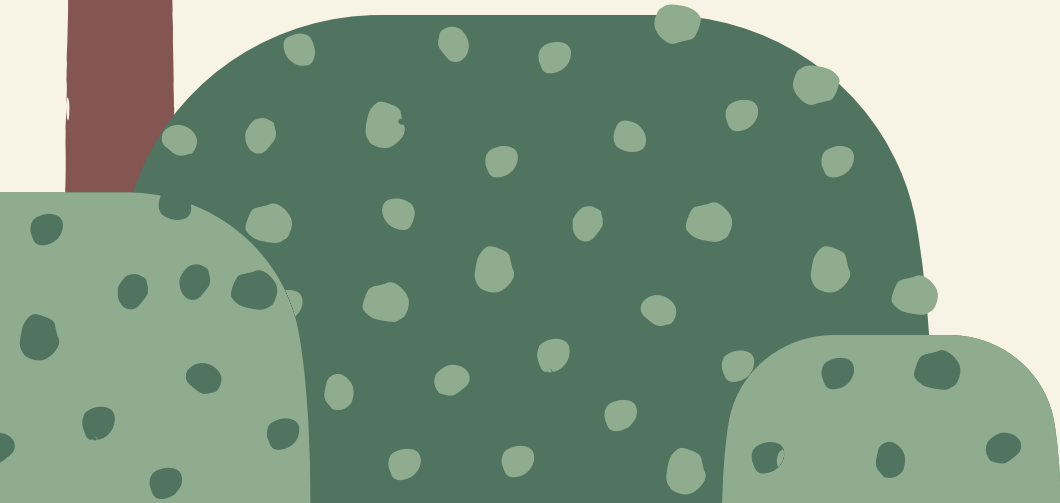
- ~10 thousand students
- Recent merger with UTHSC





2020

NEED I SAY MORE?

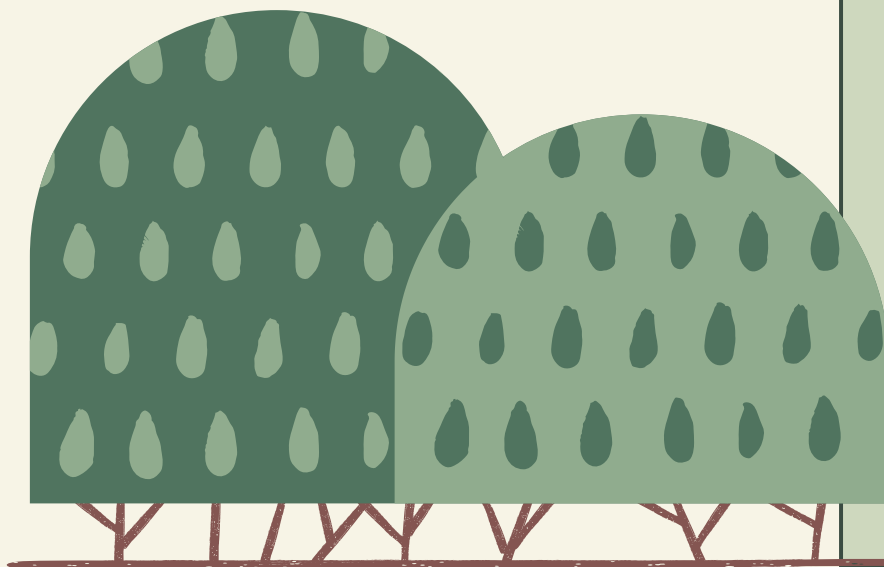




2020

- COVID-19 global pandemic
- George Floyd's murder
- Extreme weather & natural disasters due to the climate crisis
- Political chaos in the US - historical presidential election

My Observations



- Decreased communication
- Resistance to change or new ideas/projects
- Isolation
- Apathy
- Frustration/anger with administration, political figures
- Grief & loss

“

Is this required?

We've never done it this way.

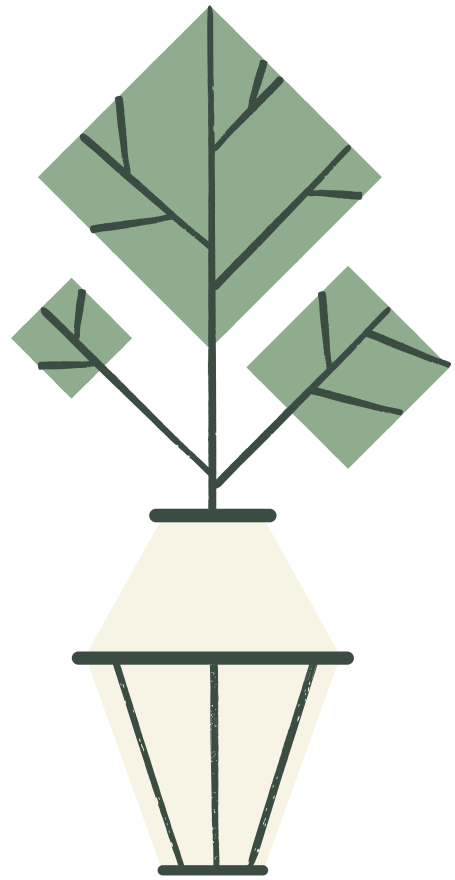
I don't see the point in trying so hard, no one else is.

I can't do instruction like I used to.

”

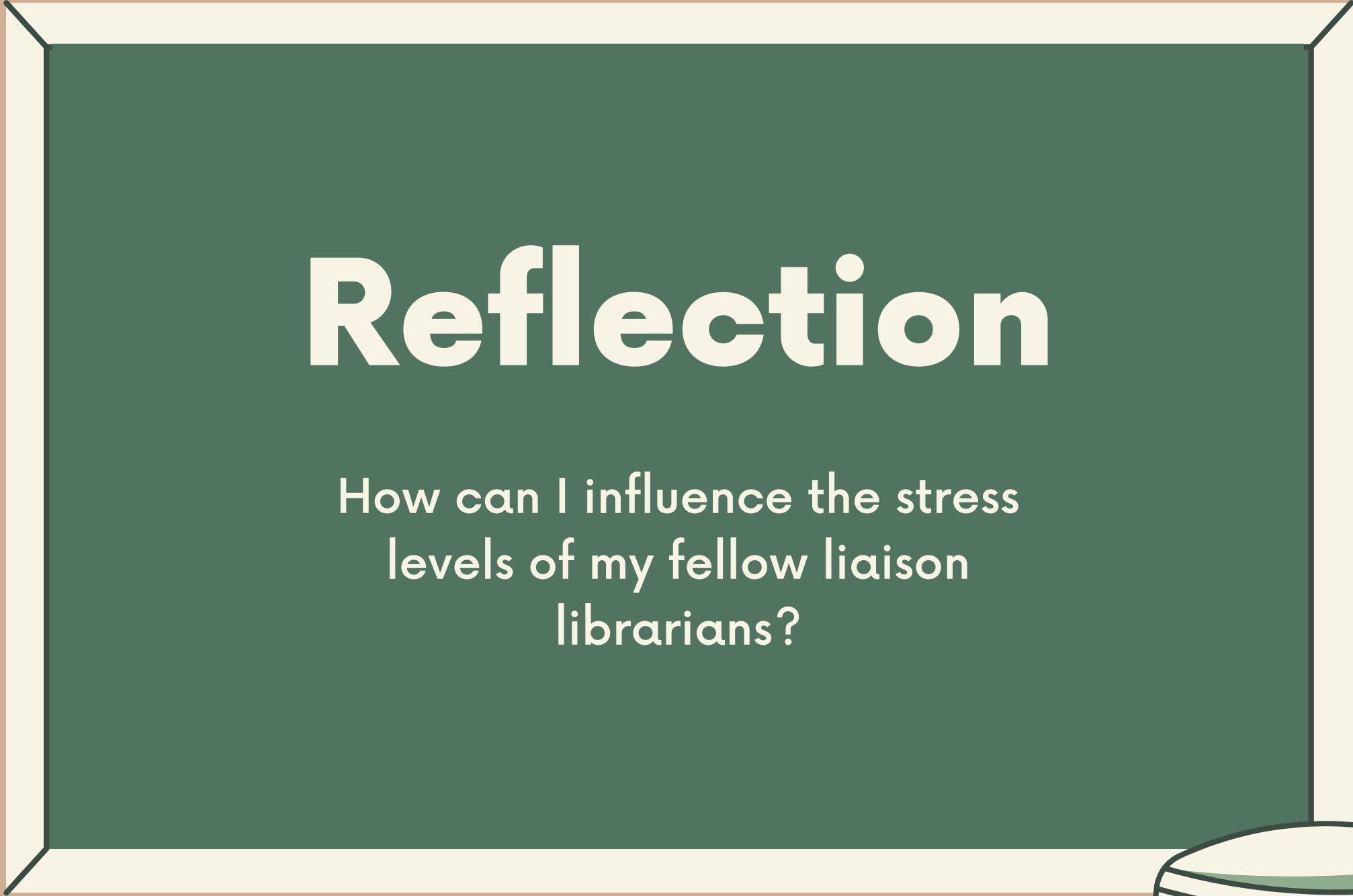
Let's Talk About Stress!

According to Robert Sapolsky (2004), there are 4 types of experiences that boost stress:



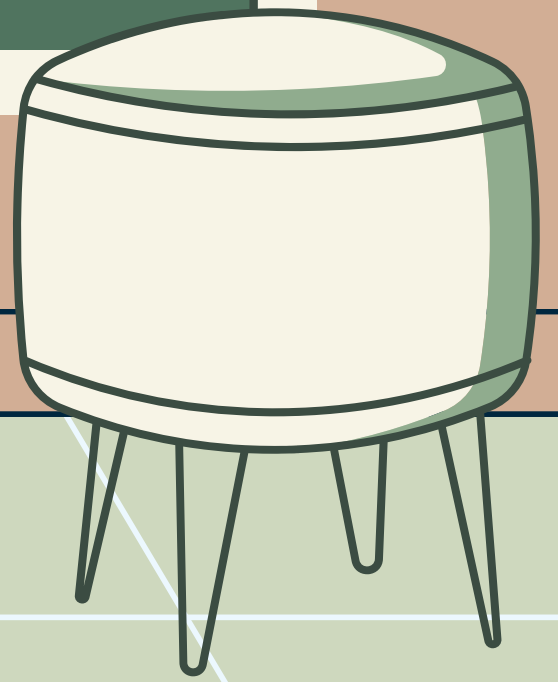
- If a person finds an activity important
- How much uncertainty a person experiences
- When others are watching or critiquing a person
- When a person anticipates or expects any of these experiences





Reflection

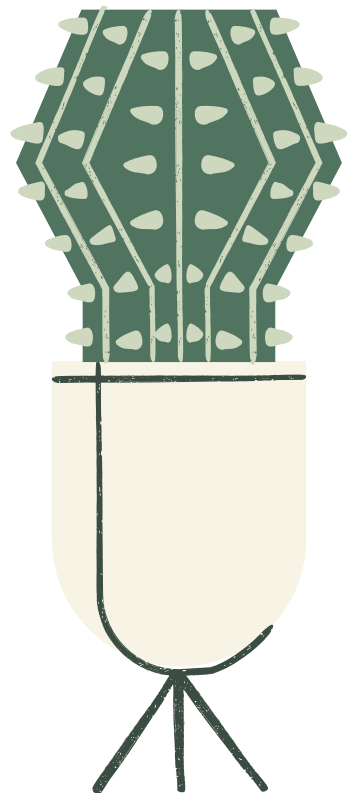
How can I influence the stress levels of my fellow liaison librarians?



The background features stylized illustrations of trees and bushes. On the left, a tall tree with a dark red trunk and a rounded, light green canopy filled with small dark green leaves. To its right, a smaller tree with a similar canopy is partially visible. At the bottom, there are several rounded bushes of varying shades of green, some with small white or light green dots. The overall style is flat and modern.

Questions?

Our Models



Trauma-Informed Care

Whole Person Support

Emotional Intelligence





Trauma-Informed Care



Recognizing how past trauma affects individuals through the 3 E's:

Events

To understand how trauma affects an individual, identify the traumatic events.

Experiences

Manifestations of trauma rely on how the individual experienced the trauma.

Effects

Previous experiences thus directly inform the effects of the trauma.

(SAMSHA 2014)





Trauma-Informed Care



Actively supporting individuals through the 4 R's:

Realize

Realize the impact
of trauma

Recognize

Recognize the
signs of trauma

Respond

Respond by
creating a trauma-
informed
organization

Resist

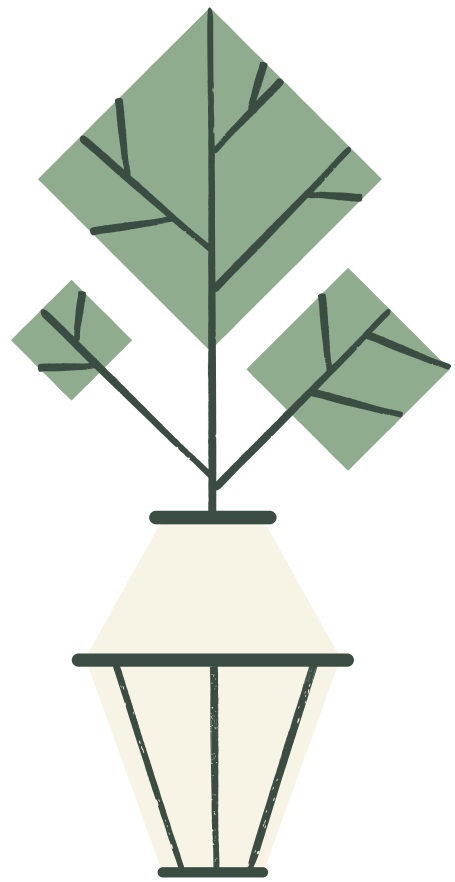
Resist re-
traumatization

(SAMSHA 2014)



Whole Person Support

Acknowledging the factors that affect individuals to see past their output and deliverables.



- Recognizes that people are multi-faceted individuals, not just employees
- Establishes a holistic and expansive understanding of the individual
- Unites people in our commonality
- Goes beyond work-life balance

(Thornton 2013; Martin 2013)



Emotional Intelligence (EI)

The 5 dimensions of EI that comprise the foundation of whole person support.

Self-Awareness

Managing Emotions

Motivating Others

Showing Empathy

Staying Connected

- Should not be thought of as an alternative or competitor to IQ, but rather a companion
- Increasing your EI allows you to support others as they work to increase their EI as well

(Goleman 1998)

In what way do you support the whole instruction librarian?

Please navigate to menti.com and enter the following code to submit your answer(s):

9572 1543

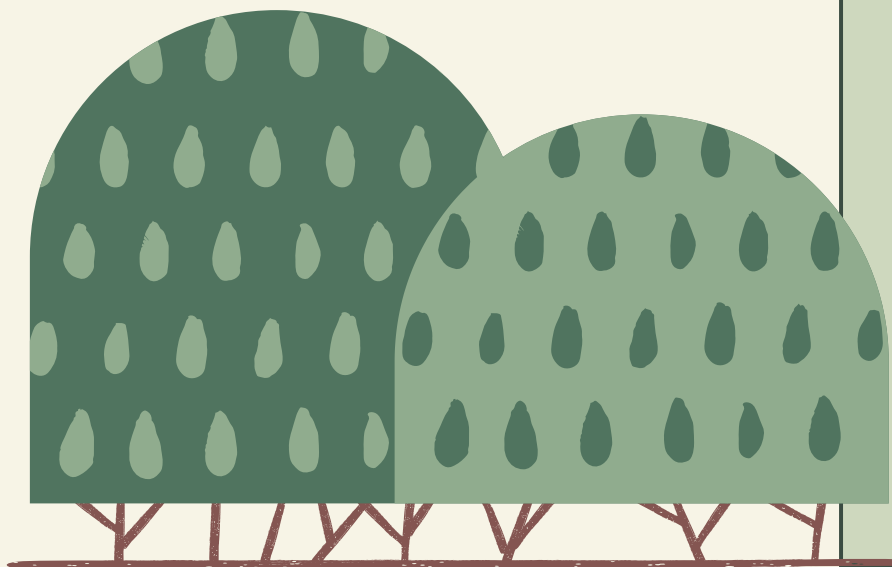


What Have I Learned?

- Empathy, empathy, empathy!
- It's better to over-communicate than risk the breakdown of communication
- Seek ways to make connections
- Be as open about changes or new requirements as possible
 - Providing context is a game-changer
- Generational differences influence reactions
- We are ALL under intense stress - remember to be patient & forgiving, especially with yourself!



Resources!



Portfolio:

[https://tinyurl.com/
s9hsat35](https://tinyurl.com/s9hsat35)

Suggestions:

[https://tinyurl.com/
ykarxs4s](https://tinyurl.com/ykarxs4s)

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Goleman, D. (1998). The emotional intelligence of leaders. *Leader to Leader*, 1998(10), 20-26.
<https://doi.org/10.1002/ltl.40619981008>

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https://www.samhsa.gov/sites/default/files/programs_campaigns/childrens_mental_health/atc-whitepaper-040616.pdf

Sapolsky, R. M. (2004). *Why zebras don't get ulcers* (3rd ed.). Holt Paperbacks.

Thornton, L. (2013). *Whole person caring: An interprofessional model for healing and wellness*. Sigma Theta Tau International.

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<https://store.samhsa.gov/product/SAMHSA-s-Concept-of-Trauma-and-Guidance-for-a-Trauma-Informed-Approach/SMA14-4884>

Questions?

THANK YOU!



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