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?
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:

<table>
<thead>
<tr>
<th>Events</th>
<th>Experiences</th>
<th>Effects</th>
</tr>
</thead>
<tbody>
<tr>
<td>To understand how trauma affects an individual, identify the traumatic events.</td>
<td>Manifestations of trauma rely on how the individual experienced the trauma.</td>
<td>Previous experiences thus directly inform the effects of the trauma.</td>
</tr>
</tbody>
</table>

(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

**Suggestions:**
https://tinyurl.com/ykarxs4s
References


Questions?

THANK YOU!

PHONE
903-566-7472

EMAIL
snorrell@uttyler.edu

TWITTER
@norrell_sarah