

Investing in Staff Well-Being: Duluth Public Library's Culture and Critical Incident Stress Management Teams

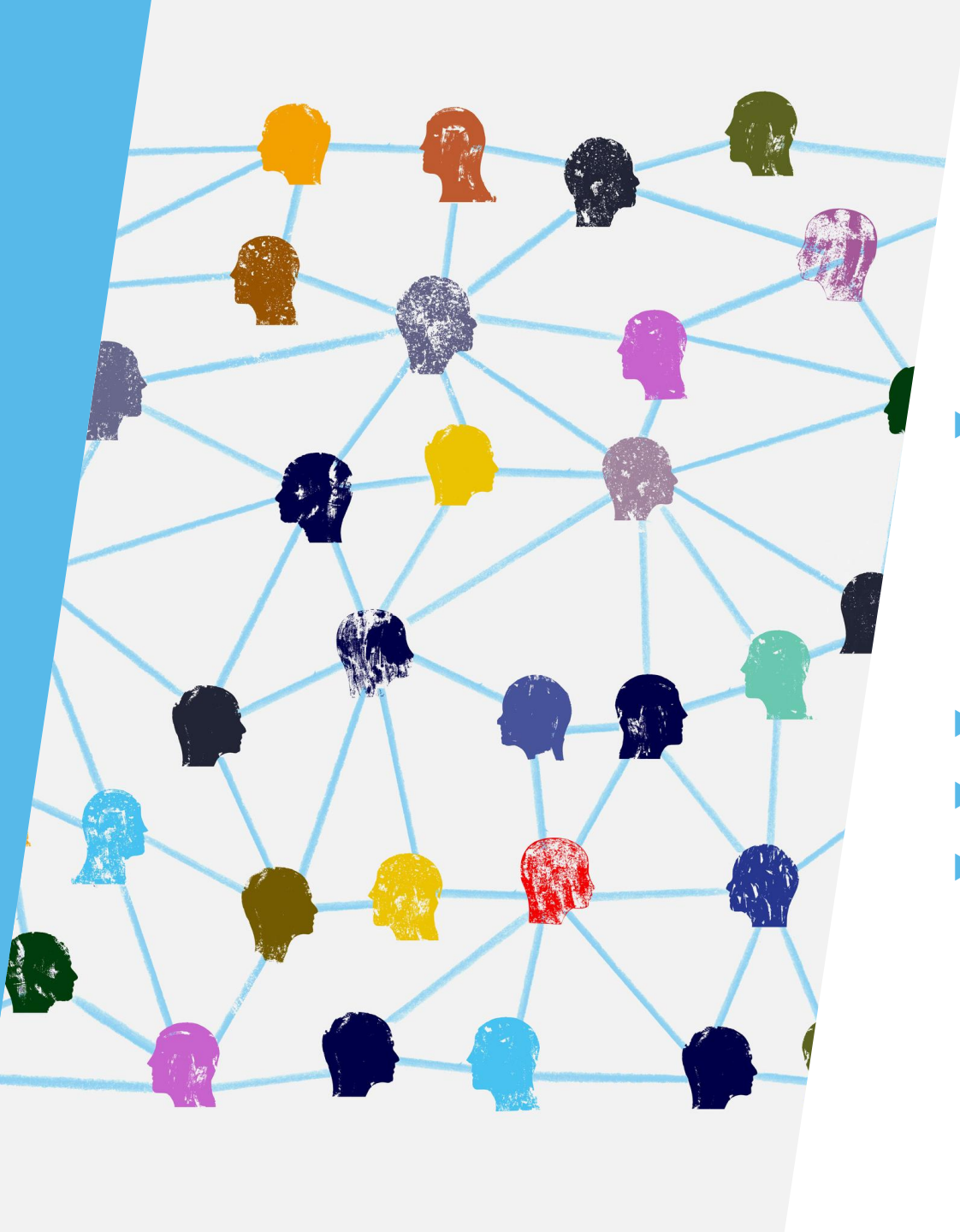
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Technician



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PUBLIC
LIBRARY**



What to expect

- ▶ Introductions and introducing the concepts
 - ▶ Name, library, and your role
 - ▶ Connection and communication web
- ▶ Culture Team
- ▶ CISM Team
- ▶ Brainstorm and questions



Culture Team



Culture at the Duluth Public Library in 2021







What is a Culture Team?

A Culture Team is a diverse group of team members organized to bring ideas, actions, and Improvements to the workplace.

The Culture Team's Goals:

Communication

- Among the Staff- Library Aides, Technicians, Librarians
- Between Staff and the Supervisory Team
- Between Library Staff and the City

Connection and Community

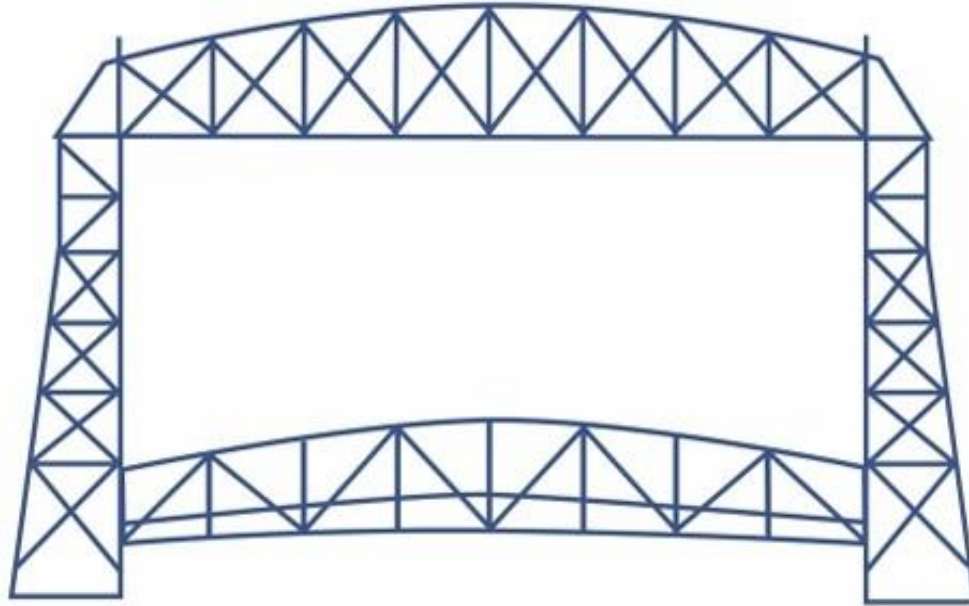
- With each other to offer support where it is needed
- Help ensure the staff is heard and feels supported

Keeping an eye on the pulse of the library

- How are our co-workers feeling?
- Are there things happening that we need to focus on?
- What can we do? How can we help?



Where we are today



Acknowledgment | Leadership Presence | Culture Team | Goals & Vision

How do you feel today? --->



Where we want to be



Fun Outside Work Events! Friends and family invited!



Game Night at Local Brewery



Community Clean Up-Skate Park



Bike to Work or "Bike Brekkies"



The Barbie Movie

Beargrease Sled
Dog Marathon
Volunteering



Support for our actor on staff!

And More!

- Kickball Team
- Learn to Curl
- Craft Nights
- Bad Music group (It's new!)

Fun Stuff at Work



Get Creative with a Post It Note Art Show in the Break room

Food is always a Hit!
Soup Potluck



A Local business loaned us a massage chair for the break room! We will be sad when it goes away.



Trivia Games



Art in the break room with old discarded books.



Halloween Themes!

IF YOU SEE SOMETHING SAY SOMETHING
REPORT SUSPICIOUS ACTIVITY
Amazing

Kudos

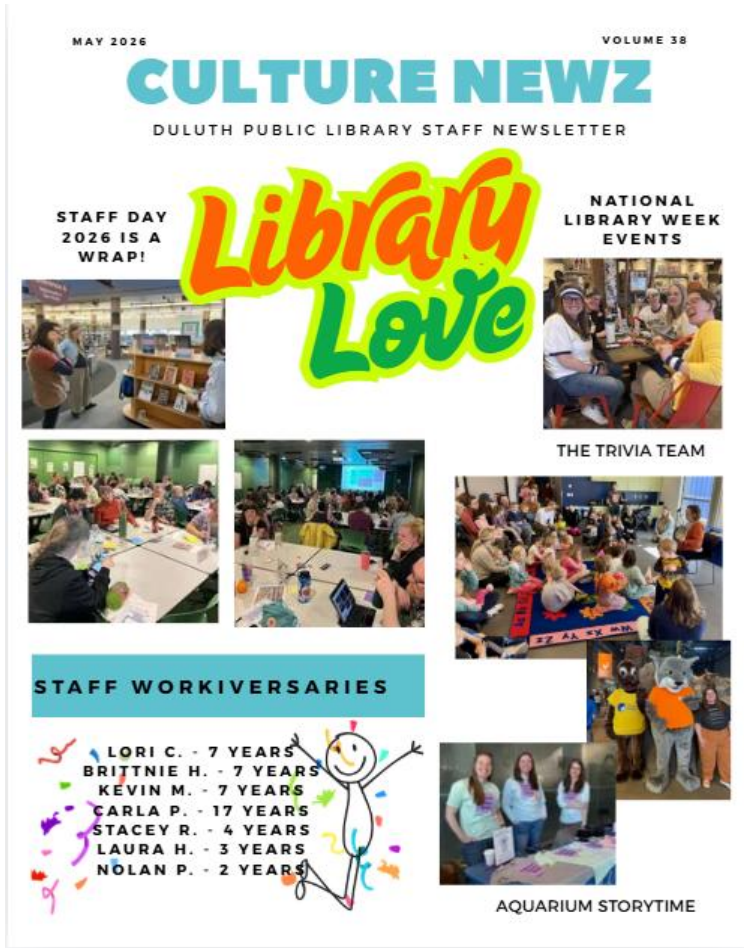
Staff Kudos

To be included in the Newsletter in May and November

Staff Recognition

The graphic features a dark red header with a white exclamation mark icon and the text "IF YOU SEE SOMETHING SAY SOMETHING REPORT SUSPICIOUS ACTIVITY Amazing". Below this is the word "Kudos" in a white cursive font. A dark blue box contains the text "Staff Kudos" and a QR code. To the right, white text states "To be included in the Newsletter in May and November". The entire graphic is set against a blue background with geometric shapes.

Culture Team Newz- a Monthly Staff Newsletter



Consistent Features:

- Staff Workiversaries
- Fun things that happened last month
- Staff Spotlight
- Staff Question of the Month
- News from the Diversity Action Group
- News from our Sustainability Team
- Kudos for staff (2 times a year)

Results of Having a Culture Team

- ▶ Happier and more connected staff
- ▶ Avenues of communication in place for when things do happen
- ▶ We can't solve everything but we do what we can and try and get ahead of things when possible.



The background features abstract geometric shapes in shades of blue and orange. On the left, there is a solid blue vertical bar. On the right, there are overlapping, semi-transparent shapes in various shades of blue and orange, creating a dynamic, layered effect. The text is centered in the white space between these elements.

Critical Incident Stress Management (CISM)

CISM—What is it?

- ▶ Critical Incident Stress Management (CISM) is a collection of tools, people, resources, and processes brought together and designed to mitigate the impact of traumatic events and accelerate the recovery process. Peers are trained in listening skills. They also have been trained to recognize, to understand, and to aide in the prevention of the side effects of stress. They strive to ensure a continuum of care through referral to additional long-term support systems and resources.

What a CISM response looks like

- ▶ Recognize a need
- ▶ Organize a response
- ▶ Meet with those involved
- ▶ Listen and validate: not a debrief of actions but a chance to explore feelings
- ▶ Offer suggestions to help move forward
- ▶ Refer to professional help if deemed necessary

CISM—DPL's team structure

- ▶ Team of 11 staff
 - ▶ All work areas
 - ▶ Most job descriptions
 - ▶ Aim for about 10 staff on the team, a 1:6 team member to staff ratio
- ▶ Certified training through the International Critical Incident Stress Foundation
 - ▶ Two-day training
 - ▶ Role playing
 - ▶ Continued meetings, 1-2 per year, after training
- ▶ Developed a strategic plan to codify how we respond

What does the team respond to?

Reactive response

- Related to the workplace
- CISM team made aware through incident reports or referrals
- CISM team coordinates a response

Proactive response

- May be workplace related, or not
- Referral comes from co-worker or self
- CISM team not involved in coordinating response

Peer-to-Peer Response Guidelines

- ▶ 24-to-48-hour response time
- ▶ Ideally, response occurs during working hours
- ▶ Participation is voluntary
- ▶ If CISM team members was involved in an incident, they will not respond
- ▶ Focus is on emotional response to incident
- ▶ Goal is to provide support and foster hope
- ▶ Confidential
- ▶ If deemed necessary, referral to outside help will be encouraged
- ▶ CISM team member will follow up

Brainstorming and questions

- ▶ What could a Culture Team or CISM Team look like at your library?
 - ▶ Structure
 - ▶ Support
 - ▶ Collaboration
- ▶ Questions?
- ▶ Contact information
 - ▶ hharrison@duluthmn.gov
 - ▶ bfjohnson@duluthmn.gov





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