

## Children and Teen Services Online Forums 2020 April 17, 2020

**Debbie Musselman (to All - Entire Audience):** 9:55 AM: Last week's info is at [https://www.sos.mo.gov/library/development/services/youth\\_srs](https://www.sos.mo.gov/library/development/services/youth_srs)

**Scott Rader (to All - Entire Audience):** 9:56 AM: Materials for today's session are at <https://drive.google.com/drive/folders/1sVfZ1ZgoZ9Gd2mioaEBGi2dSKRXd4ysH?usp=sharing>

### COMMUNITY MEETING

**Heidi Lanz (to All - Entire Audience):** 10:08 AM: I am great! My goal for today is to spend time with the Summer Reading Manual and continue to plan how I might be able to make it a virtual program. I have a huge expanse of support in my life!!

**Sarah Howard (to All - Entire Audience):** 10:09 AM: slow but sure

**Debbie Musselman (to All - Entire Audience):** 10:09 AM: I am doing well! Excited about this session today! Goal - to have the fewest technical difficulties possible in this session. I can call on Merideth if I need help! :)

**Anali Mathies (to All - Entire Audience):** 10:09 AM: Hard to know how to plan. Different scenarios possible

**Elaina Daniels (to All - Entire Audience):** 10:09 AM: Working on a grant to do virtual.

**Christina Matekel-Gibson (to All - Entire Audience):** 10:09 AM: I am doing okay today. Feeling a bit more confident in my SRP decisions going forward (but still unsure...)

**Katie Foster (to All - Entire Audience):** 10:09 AM: Today is good, summer reading is hard to plan right now

**Denise Loges (to All - Entire Audience):** 10:09 AM: I am tired but good. My goal is to complete tasks given by director.

**Erin Hood (to All - Entire Audience):** 10:09 AM: This is my first summer doing summer reading so I'm feeling a bit overwhelmed XD

**Rebecca Woodin (to All - Entire Audience):** 10:09 AM: I am a new librarian as of January so I am so clueless on how to proceed especially with Covid, so I am thankful for this series!

**Elizabeth S Plotner (to All - Entire Audience):** 10:09 AM: I'm completing my E-rate today, then home early! Also, lots of support here.

**Jodi Moore (to All - Entire Audience):** 10:09 AM: Very stressed about SRP

**Eric Lyon (to All - Entire Audience):** 10:09 AM: We have a meeting today to finalize which online logging solution we will use.

**Kristen Thompson (to All - Entire Audience):** 10:09 AM: Summer reading has me worried. Just learning as I go and dealing with all the "what ifs"

**Rebecca Buckley (to All - Entire Audience):** 10:09 AM: -Feeling a bit overwhelmed but positive!-Hoping to work on summer reading today myself -Can ask for support from the State Library folks and a great community of library people online

**Caitlin Greathouse (to All - Entire Audience):** 10:10 AM: Excited for all of the new ideas and directions it is going to take

**Cheryl Wright (to All - Entire Audience):** 10:10 AM: I am doing ok. My goal is to get some planning and grant paperwork done today.

**Sara Steinmetz (to All - Entire Audience):** 10:10 AM: Doing well! Goal: to spend time being creative and pondering summer reading. At my husband's studio.

**jennifer Cochran (to All - Entire Audience):** 10:10 AM: not even close. have a hard time asking for small business help

**Amber Cooley (to All - Entire Audience):** 10:10 AM: Feeling good. Goals: This webinar, kids schooling, work on changing my part of SRP schedule. Caitlin Greathouse, you are my support! :)

**Dana Roberts (to All - Entire Audience):** 10:10 AM: Hello! I'm feeling well today, I had a good night sleep and made breakfast for myself. My goal for the day to is lead my weekly Youth Services Meeting with a converstaion about the Homeless Institute Training that we've been doing and continue with "Re-Imagining" our story for summer. I can ask my Executive Director for support if needed. :)

**Sara Steinmetz (to All - Entire Audience):** 10:10 AM: Rethinking my mission,

**Marie Brown (to All - Entire Audience):** 10:10 AM: working on some options for Camden County libraries in MO

**Elizabeth S Plotner (to All - Entire Audience):** 10:10 AM: Staff, board, Friends group

**Sarah Howard (to All - Entire Audience):** 10:10 AM: Ask lovely coworkers

**Emma Simshauser (to All - Entire Audience):** 10:10 AM: I am feeling good today. Woke up motivated and of course coffee. My goal today is develop my SRP programs for online and make my advertisements. I can my lilb family for support for sure! My husband and my Mom.

**Jodi Moore (to All - Entire Audience):** 10:11 AM: I bounce ideas off of my staff.

**Sarah Oser (to All - Entire Audience):** 10:11 AM: I am good, my parents are on mind today and and my goal is start on 2020 statstistics and I can ask for support from my director and any of my co workers and always my husband.

**Brandie Smith (to All - Entire Audience):** 10:11 AM: Local friends of the library.

**Stephanie Jenkins (to All - Entire Audience):** 10:11 AM: We can ask our Director

## WHAT IS TRAUMA?

**Sara Steinmetz (to All - Entire Audience):** 10:12 AM: unexpected life change, lack of control

**Denise Loges (to All - Entire Audience):** 10:12 AM: Trauma is any event that creates distress.

**Sarah Oser (to All - Entire Audience):** 10:12 AM: death

**Elizabeth Outar (to All - Entire Audience):** 10:12 AM: Loss of a living situation

**Debbie Musselman (to All - Entire Audience):** 10:12 AM: Distressing/upsetting situations.

**Heidi Lanz (to All - Entire Audience):** 10:12 AM: sexual assault

**Kristy Toplikar (to All - Entire Audience):** 10:12 AM: health scare

**Sarah Howard (to All - Entire Audience):** 10:13 AM: pandemics

**Elizabeth S Plotner (to All - Entire Audience):** 10:13 AM: Community tragedy

**Rebecca Buckley (to All - Entire Audience):** 10:13 AM: loss of stability

**Katie Long (to All - Entire Audience):** 10:13 AM: an event with a negative impact

**Rebecca Woodin (to All - Entire Audience):** 10:13 AM: Abuse, divorce, family or pet death, moving, parent losing a job... I am a children's librarian and my mom was asocial worker while lgrowing up.

**Trina Karl (to All - Entire Audience):** 10:13 AM: unemployment

**Leslie Bowman (to All - Entire Audience):** 10:13 AM: Fear of economic distress for our staff members

**Erin Hood (to All - Entire Audience):** 10:13 AM: Something that severely and suddenly changes what "Normal" is

**Sarah Howard (to All - Entire Audience):** 10:14 AM: current feeling of temporary loss of vocation in an odd way...

**Dana Roberts (to All - Entire Audience):** 10:14 AM: Growing up in intergeneration poverty - not enough food or security in youth

**Scott Rader (to All - Entire Audience):** 10:19 AM: Thank you Sarah and Dana, these are all great. There are several types of ACES that we are going to discuss. There are the things that happen to us and things that happen to our communities, the quarantine situation is something that is kind of affecting everyone

**Scott Rader (to All - Entire Audience):** 10:19 AM: Oh, I forgot historical

**Denise Loges (to All - Entire Audience):** 10:19 AM: ACES really do impact kids but also adults

**Scott Rader (to All - Entire Audience):** 10:20 AM: Yep, they affect our actual brain structure.

**Scott Rader (to All - Entire Audience):** 10:32 AM: ACEs are not destiny!

**Scott Rader (to All - Entire Audience):** 10:32 AM: This is just a research tool.

## **PRINCIPLES OF TRAUMA SENSITIVITY**

**Leslie Bowman (to All - Entire Audience):** 10:49 AM: Closed to public to avoid contamination

**Cheryl Wright (to All - Entire Audience):** 10:49 AM: library closed

**Beth McConnell (to All - Entire Audience):** 10:49 AM: no judgment zone

**Elaina Daniels (to All - Entire Audience):** 10:49 AM: posting on Facebook, trying to positively engage people.

**Caitlin Greathouse (to All - Entire Audience):** 10:49 AM: Bookdrop closed

**Sarah Sieg (to All - Entire Audience):** 10:49 AM: Offering online programs and increased access to e-resources.

**Leslie Bowman (to All - Entire Audience):** 10:49 AM: Talking on phone to patrons to share good with them

**Rebecca Buckley (to All - Entire Audience):** 10:49 AM: Sharing positive messages on social media

**Sarah Howard (to All - Entire Audience):** 10:50 AM: highlighting local resources

**Cheryl Wright (to All - Entire Audience):** 10:50 AM: Facebook reading for kids

**Sarah Oser (to All - Entire Audience):** 10:50 AM: We do a virtual story time every day

**Katie Foster (to All - Entire Audience):** 10:50 AM: online reading challenge

**Rebecca Woodin (to All - Entire Audience):** 10:50 AM: Sharing the music and movement lists so our toddlers have that stability, offering story time online :)

**Heidi Lanz (to All - Entire Audience):** 10:50 AM: I have mailed things to our youngest patrons

**Caitlin Greathouse (to All - Entire Audience):** 10:50 AM: Checking in with other staff regularly

**Elizabeth Outar (to All - Entire Audience):** 10:50 AM: Keeping spirits up with stories and helpful links. Sharing between other city/county organizations to get the word out on things

**Janea Coker (to All - Entire Audience):** 10:50 AM: We have materials for all ages in tubs for free on our library steps

**Sarah Oser (to All - Entire Audience):** 10:51 AM: We have also put out free books, dvd's and coloring pages

**Janea Coker (to All - Entire Audience):** 10:52 AM: yes yes yes great ideas and people are excited to see it

**QHYYRAE MICHAELIEU (to All - Entire Audience):** 10:53 AM: Don't judge peoples reading tastes

**Christal Bruner (to All - Entire Audience):** 10:53 AM: We provide accurate information to our customers

**Rebecca Buckley (to All - Entire Audience):** 10:53 AM: By listening to patrons

**Rebecca Woodin (to All - Entire Audience):** 10:53 AM: Helping when we can, and finding resources if we don't know!

**Elizabeth S Plotner (to All - Entire Audience):** 10:53 AM: I particularly like "non-judgemental"

**Gaylee Harris (to All - Entire Audience):** 10:54 AM: Getting to know the patrons

**Denise Loges (to All - Entire Audience):** 10:54 AM: being helpful and having a positive attitude

**Caitlin Greathouse (to All - Entire Audience):** 10:54 AM: We keep our community informed about their library and its resources

**Sarah Oser (to All - Entire Audience):** 10:54 AM: We have been promoting resources and virtual activities going on in our community

**Heidi Lanz (to All - Entire Audience):** 10:54 AM: being consistent in the way we treat patrons

**Sara Steinmetz (to All - Entire Audience):** 10:54 AM: remembering names

**Dana Roberts (to All - Entire Audience):** 10:54 AM: No judgement spaces in programs for teens

**Dana Roberts (to All - Entire Audience):** 10:54 AM: Treating everyone fairly

**Taylor Bequette (to All - Entire Audience):** 10:54 AM: With my teens, making sure they are aware of who I'm talking to about their problems (ie, talking with my director) and, usually, letting them know their parents are not on that list

**Rebecca Woodin (to All - Entire Audience):** 10:55 AM: with kids, getting on their level and encouraging them as well as build them up

**Caitlin Greathouse (to All - Entire Audience):** 10:55 AM: teen relationships seem to last the longest

**Janea Coker (to All - Entire Audience):** 10:55 AM: positive attitude

**Dana Roberts (to All - Entire Audience):** 10:58 AM: Could having displays featuring topics like that also help with trustworthiness?

**Rebecca Buckley (to All - Entire Audience):** 10:59 AM: Purchase patron requests

**Caitlin Greathouse (to All - Entire Audience):** 10:59 AM: Diverse book talk selections

**Rebecca Woodin (to All - Entire Audience):** 10:59 AM: the holds system to get books we don't carry being a smaller library

**Beth McConnell (to All - Entire Audience):** 11:00 AM: have anonymous surveys to find out what they want

**Katie Foster (to All - Entire Audience):** 11:00 AM: I share with the kids that I am the one who purchases books and if they want something to ask

**Rebecca Buckley (to All - Entire Audience):** 11:00 AM: Provide readers advisory lists/bookmarks on difficult topics - patrons may not feel comfortable to ask for these

**Sara Steinmetz (to All - Entire Audience):** 11:00 AM: Allowing choices in ways to meet summer reading goal

**Dana Roberts (to All - Entire Audience):** 11:00 AM: Teen Advisory Boards and Tween Advisory Boards - letting them help us with program creation

**Christal Bruner (to All - Entire Audience):** 11:01 AM: Trustworthiness: library staff not talking about our customers in a public area

**Rebecca Buckley (to All - Entire Audience):** 11:01 AM: Creates ownership in the library for teens - very powerful!!!

**Dana Roberts (to All - Entire Audience):** 11:02 AM: Summer Reading - Letting the kids choose their free book and not giving them one you pick out

**Dawn Payne (to All - Entire Audience):** 11:02 AM: toggle books

**Rebecca Woodin (to All - Entire Audience):** 11:02 AM: do you all have some outside resources on this? The advisory and input topics :)

**Katie Long (to All - Entire Audience):** 11:02 AM: encourage independence/ ability, when they want, teach patrons to find resources so they can find what they want/need.

**Debbie Musselman (to All - Entire Audience):** 11:05 AM: Do you have a behavior agreement template or perhaps just guiding questions you use to establish one?

**Christal Bruner (to All - Entire Audience):** 11:06 AM: Encourage individuals to ask for what they really want

**Cheryl Slayton (to All - Entire Audience):** 11:06 AM: Scott, I would like to see a template. We have some problems with teens

**Rebecca Woodin (to All - Entire Audience):** 11:06 AM: I have only been in my position a few months so not sure, but would love ideas! :)

**Heidi Lanz (to All - Entire Audience):** 11:08 AM: being present for others... know who the leaders in the community and attend their meetings

**Kristen Thompson (to All - Entire Audience):** 11:08 AM: be a hub of resources

**Rebecca Buckley (to All - Entire Audience):** 11:09 AM: Collaborate in programs, etc. - open to "out of the box" ideas.

**Sarah Oser (to All - Entire Audience):** 11:09 AM: Offering resources

**Katie Wibbenmeyer (to All - Entire Audience):** 11:09 AM: information access empowers everyone

**Caitlin Greathouse (to All - Entire Audience):** 11:09 AM: First thing to do is to get out into the community

**Leslie Bowman (to All - Entire Audience):** 11:09 AM: listening and acknowledging their recommendations

**Dana Roberts (to All - Entire Audience):** 11:09 AM: Providing programs that help with community issues or learning skills

**Christina Matekel-Gibson (to All - Entire Audience):** 11:09 AM: Respond to their requests and information needs--ordering things they ask for when we are able!

**Katie Long (to All - Entire Audience):** 11:09 AM: listen, and consider

**Sarah Oser (to All - Entire Audience):** 11:09 AM: offering place for the community to meet

**Debbie Musselman (to All - Entire Audience):** 11:09 AM: Be proactive in seeking input.

**Beth McConnell (to All - Entire Audience):** 11:09 AM: encourage involvement in programming

**Dana Roberts (to All - Entire Audience):** 11:09 AM: Provide resources or delivery to home bound patrons

**Caitlin Greathouse (to All - Entire Audience):** 11:09 AM: Adulting classes with local "experts"

**Rebecca Buckley (to All - Entire Audience):** 11:09 AM: Promote other community events - they often promote library programs in return

**Elizabeth Outar (to All - Entire Audience):** 11:10 AM: Hosting "how-to" talks and programs for people to take charge of stuff like wills/trusts, providing lists and binders that outline all the "helping agencies" in the county

**Rebecca Woodin (to All - Entire Audience):** 11:10 AM: Oh I like the farmer's market idea! We do a monthly story time and craft at CARD (center for autism and related disorders)

**Stephanie Jenkins (to All - Entire Audience):** 11:10 AM: Survey patrons and ask for recommendations.

**Beth McConnell (to All - Entire Audience):** 11:12 AM: encouraging feedback with online programs

**Katie Long (to All - Entire Audience):** 11:13 AM: we started a new program resources with kits called 'healing libraries' kids of resources for traumatic events for children

**Rebecca Buckley (to All - Entire Audience):** 11:13 AM: Be adaptive

**Elizabeth Outar (to All - Entire Audience):** 11:13 AM: Taking every patron interaction, no matter if they were unpleasant as an opportunity to learn and dissect the problem to better address it

**QHYYRAE MICHAELIEU (to All - Entire Audience):** 11:13 AM: Not reacting to patrons who are displaying distress

**QHARRAE MICHAELIEU (to All - Entire Audience):** 11:14 AM: well overreacting.

**Heidi Lanz (to All - Entire Audience):** 11:15 AM: restate what we "thought we heard" to see if we are really listening

**Rebecca Buckley (to All - Entire Audience):** 11:16 AM: Don't hold grudges - some people have bad days

**Scott Rader (to All - Entire Audience):** 11:16 AM: Every day is a new day

**Dana Roberts (to All - Entire Audience):** 11:20 AM: In case anyone is interested, the Sanvello app currently has free access to all of their premium services to help with mindfulness right now.

## **APPLYING PRINCIPLES TO QUARANTINE RESPONSE**

**Heidi Lanz (to All - Entire Audience):** 11:21 AM: our Director has established weekly Zoom meetings to talk to us about how things are...she is always sweet, funny and thoughtful...it is a huge encouragement. Humor is POWERFUL!!

**Denise Loges (to All - Entire Audience):** 11:21 AM: Some people may not be able to do mindfulness exercises until their distress is down.

**Heidi Lanz (to All - Entire Audience):** 11:27 AM: I am very thankful (and impressed) with the visual model of the brain's reaction to stress...I know I will share & use this over and over

**Debbie Musselman (to All - Entire Audience):** 11:28 AM: So important to remember everyone's response to trauma will be different.

**Denise Loges (to All - Entire Audience):** 11:29 AM: that is so true

**Caitlin Greathouse (to All - Entire Audience):** 11:30 AM: Is this being recorded to be shared with other staff? So many important topics!

**Debbie Musselman (to All - Entire Audience):** 11:30 AM: Yes, it is being recorded. Should be posted later today along with the link to the resources.

**Sarah Oser (to All - Entire Audience):** 11:31 AM: I take a walk daily, get up as if i was going to the library to work and get ready for the day

**QHARRAE MICHAELIEU (to All - Entire Audience):** 11:31 AM: :)

**Sarah Oser (to All - Entire Audience):** 11:32 AM: I try to stay on schedule as always.

**Denise Loges (to All - Entire Audience):** 11:32 AM: I plan to do grounding and some work activities.

**Rebecca Buckley (to All - Entire Audience):** 11:32 AM: YASS! Cookies!

**Stephanie Jenkins (to All - Entire Audience):** 11:33 AM: I try to stay on a daily schedule.

**Heidi Lanz (to All - Entire Audience):** 11:33 AM: Each day I have been reading to my Grandchildren nearly every day. I have been baking and leaving treats for my neighbors on their porch.

**Leslie Bowman (to All - Entire Audience):** 11:33 AM: sharing Stippler?

**Sarah Oser (to All - Entire Audience):** 11:33 AM: I love to cook and that is something that makes me happy so i have been doing lots of cooking with new recipes!

**Elaina Daniels (to All - Entire Audience):** 11:33 AM: Cooking ALL the time. Two teen boys at home.

**Kim Royer (to All - Entire Audience):** 11:33 AM: Thanks! Very helpful info and reminders.

**Dana Roberts (to All - Entire Audience):** 11:33 AM: Something that we are trying to balance is considering our own care as staff and trying to completely reorganize our programming to be virtual. Considering how stressful it is on staff vs benefits for our patrons.

**Katie Foster (to All - Entire Audience):** 11:33 AM: Have to stop making cookies, running through milk too fast

**Scott Rader (to All - Entire Audience):** 11:34 AM: To contact the presenters:  
srader@mymcpl.org, mwillis@mymcpl.org

**Heidi Lanz (to All - Entire Audience):** 11:34 AM: This was a FANTASTIC learning experience. I LOVE learning about neurological effects on the brain and how that makes people reacts is fascinating. Great information!

**Katie Wibbenmeyer (to All - Entire Audience):** 11:34 AM: this was insightful and useful while also being sensitive and mindful. I really appreciate that you both presented this.

**Rebecca Woodin (to All - Entire Audience):** 11:35 AM: I am not sure what we can do to provide for the community while staying safe and at home? We are doing virtual story times, links to activities, etc... but not all patrons have access to internet at home?

**Sarah Oser (to All - Entire Audience):** 11:37 AM: we have our internet open for patrons to use if they pull up to the library and we have boosted it as well. We have also asked other businesses to do the same.

**Rebecca Woodin (to All - Entire Audience):** 11:38 AM: Yes our internet is too, just a small rural area, we only have 3 branches.Thank you! :)

**Rebecca Woodin (to All - Entire Audience):** 11:39 AM: I also know we have a huge empty gravel lot by one of our schools and Cable America has provided free internet there as well. :) But again, the device availability can still be an issue. :) I appreciate all the information today!

**Cheryl Wright (to All - Entire Audience):** 11:39 AM: Thank you for today! Lots of information to assimilate.

**Katie Long (to All - Entire Audience):** 11:39 AM: This has been one of the best webinars/ trainings I've listened to since working from home!

**QHYYRAE MICHAELIEU (to All - Entire Audience):** 11:40 AM: Yes! I very much appreciate this session!

**Dana Roberts (to All - Entire Audience):** 11:40 AM: This presentation pairs very well with the Homeless Institute training that we've been slowly going through!

**Dana Roberts (to All - Entire Audience):** 11:41 AM: It has a lot of great information about trauma and the brain and how to respond to that in the library

**Debbie Musselman (to All - Entire Audience):** 11:41 AM: Homeless Training Institute Training: To register send an email to MOSTLib@sos.mo.gov

**Heidi Lanz (to All - Entire Audience):** 11:41 AM: Debbie I have really enjoyed the parts of the Homelessness Training

**Rebecca Woodin (to All - Entire Audience):** 11:41 AM: reading! :P

**Heidi Lanz (to All - Entire Audience):** 11:42 AM: I am doing artwork

**Cheryl Wright (to All - Entire Audience):** 11:42 AM: Cook, sew, crochet, listening to books, counted cross stitch.

**Katie Wibbenmeyer (to All - Entire Audience):** 11:42 AM: i downloaded the app headspace! It's amazing. meditation, sleep, and movement. it's made a big difference for me

**Trina Karl (to All - Entire Audience):** 11:42 AM: Make sure you're going outside

**Rebecca Woodin (to All - Entire Audience):** 11:43 AM: Oh neat! I also have been taking this time to familiarize myself with some middle reader collections, currently loving Percy Jackson! I feel like if i read what the kids enjoy I have another way to relate to them :) With my own children 8/6/4, we have been listening to the audiobooks of Harry Potter on car rides since we can't go anywhere, or while they draw in the living room... once we finish a book we get a movie! :)

**Dawn Payne (to All - Entire Audience):** 11:44 AM: Playing virtual yahtzee with my kids out of state.

**Dana Roberts (to All - Entire Audience):** 11:44 AM: Playing video games online with friends through Tabletopia and a Discord

**Dana Roberts (to All - Entire Audience):** 11:44 AM: There are so many games!

**Sarah Oser (to All - Entire Audience):** 11:44 AM: Facetiming with our sons, daughter in law and grandkids.

**Katie Foster (to All - Entire Audience):** 11:45 AM: We did CaH as a group recently too. Trying a trivia night with friends this week

**Katie Foster (to All - Entire Audience):** 11:45 AM: on Zoom

**Sarah Oser (to All - Entire Audience):** 11:45 AM: Story time just with my grandkids through facetime

**Katie Foster (to All - Entire Audience):** 11:46 AM: I might have to look at that. We are supposed to come up with questions