Introduction

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Zach S. Henderson Library
Session Objectives

Gain an understanding and explore the concept of compassion satisfaction as it pertains to library practitioners

Show the dual nature of compassion satisfaction which impacts the patron service transaction in library work

Examine the interplay of occupational dynamics in library science attuned to human interaction and emotion (empathy)
Key Terms

- Empathy
- Compassion Satisfaction
- Vocational Wellness
- Workplace Dynamics
- Compassion
- Compassion Fatigue
- Professional Stress
- Organizational Ethos
- Awareness
- Representation Burnout
- Intersectionality
- Well-Being

Library Practitioner's Viewpoint
Figley's Model of Compassion Fatigue
Empathy

Empathy is the ability of being understanding of other people’s thoughts and emotions from their unique perspective.

Compassion

Compassion is an emotional response to empathy which triggers a desire to respond in a way to offer relief.
Can you help me find some information?

I want to know more about censorship and book-banning

Yes, I am happy and ready to help you!

Hmm! 1st Amendment Rights. These topics are being researched right now. Find out more...

Search library holdings. Note and list different formats

Recommend available resources and show how to get access

Ask for feedback

Excited OR Anxious

Stressed AND Overwhelmed

Competent BUT Drained
Compassion Satisfaction (CS)

CS is an accumulation of positive feelings including delight, fulfillment, pleasure, gratification and revitalized purpose derived from performing one's duties satisfactorily in a service-oriented capacity.

Compassion Fatigue (CF)

CF is a gradual burdensome weariness that negatively impacts the psychological and physical vitality of those whose work involves helping others in a service-oriented capacity.
Emotional Equilibrium

Compassion Satisfaction
Robust Health Benefits
Marginal Psychosocial Stress
Marginal Allostatic Load

Empathy
Response
Conceptual Model

Compassion Fatigue
Sub-optimal Health Benefits
Increased Psychosocial Stress
Significant Allostatic Load
# Measuring Tool

## PROFESSIONAL QUALITY OF LIFE SCALE (PROQOL)

**COMPASSION SATISFACTION AND COMPASSION FATIGUE**  
(PROQOL) VERSION 5 (2009)

When you [help] people you have direct contact with their lives. As you may have found, your compassion for those you [help] can affect you in positive and negative ways. Below are some questions about your experiences, both positive and negative, as a [helper]. Consider each of the following questions about you and your current work situation. Select the number that honestly reflects how frequently you experienced these things in the last 30 days.

<table>
<thead>
<tr>
<th>l=Never</th>
<th>2=Rarely</th>
<th>3=Sometimes</th>
<th>4=Often</th>
<th>5=Very Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I am happy.</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2. I am preoccupied with more than one person I [help].</td>
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<tr>
<td>3. I get satisfaction from being able to [help] people.</td>
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<tr>
<td>4. I feel connected to others.</td>
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<tr>
<td>5. I jump or am startled by unexpected sounds.</td>
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<tr>
<td>6. I feel invigorated after working with those I [help].</td>
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<tr>
<td>7. I find it difficult to separate my personal life from my life as a [helper].</td>
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<tr>
<td>8. I am not as productive at work because I am losing sleep over traumatic experiences of a person I [help].</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>9. I think that I might have been affected by the traumatic stress of those I [help].</td>
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<tr>
<td>10. I feel trapped by my job as a [helper].</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Because of my [helping], I have felt “on edge” about various things.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. I like my work as a [helper].</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Commonly used measure of positive and negative affects of giving service to others

Measures compassion satisfaction and compassion fatigue

In use over 15 years - https://proqol.org/use-the-proqol

Available in multiple languages

www.proqol.org/ProQol_Test.html
Professional Stress (PS)

PS otherwise known as occupational stress is the psycho-social, emotional and physical manifestation of all levels (minor, acute or chronic) of interactive response to adverse conditions or potentially harming elements present in the work environment.

Vocational Wellness (VW)

VW is the beneficial effervescence that someone derives from performance achievement and role fulfillment that belies personal satisfaction when working in a service-oriented, people-work occupation.
The Organizational Culture Assessment Instrument (OCAI)
## Fervor & Fatigue

### Intersectionality (I)

Intersectionality is the multidimensional way in which individuals are shaped, identify and typecast with a vast array of cultural, ethnic, sociobiological, socio-economic and structural contexts. (Howard & Renfrow, 2014)

### Representation Burnout (RB)

RB is that exhaustive feeling that comes with being an "only" and recognized as "othered" in a space or environment where one plies one's trade; performs professional duties or executes work-related activities.
Intersecting Influences

Boundaries
- NON-NEGOTIABLE: COST VS. REWARD

Authenticity
- PRESERVATION OF SELF

Community
- COMMUNICATE BEYOND DIFFERENCES

Tolerance
- RELATIONSHIP DISPOSITIONS

Word Grid:

- Identity
- Tolerance
- Community
- Preserved
- Authenticity
- Influence
### IMPACT OF EVENTS SCALE-Revised (IES-R)

**INSTRUCTIONS:** Below is a list of difficulties people sometimes have after stressful life events. Please read each item, and then indicate how distressing each difficulty has been for you DURING THE PAST SEVEN DAYS with respect to (event) that occurred on (date). How much have you been distressed or bothered by these difficulties?

<table>
<thead>
<tr>
<th></th>
<th>Not at all</th>
<th>A little bit</th>
<th>Moderately</th>
<th>Quite a bit</th>
<th>Extremely</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Any reminder brought back feelings about it</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>2. I had trouble staying asleep</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>3. Other things kept making me think about it</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>4. I felt irritable and angry</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>5. I avoided letting myself get upset when I thought about it or was reminded of it</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>6. I thought about it when I didn’t mean to</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>7. I felt as if it hadn’t happened or wasn’t real</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>8. I stayed away from reminders of it</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>9. Pictures about it popped into my mind</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>10. I was jumpy and easily startled</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>11. I tried not to think about it</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>12. I was aware that I still had a lot of feelings about it, but I didn’t deal with them</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>13. My feelings about it were kind of numb</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>14. I found myself acting or feeling like I was back at that time</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>15. I had trouble falling asleep</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>16. I had waves of strong feelings about it</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>17. I tried to remove it from my memory</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>18. I had trouble concentrating</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>19. Reminders of it caused me to have physical reactions, such as sweating, trouble breathing, nausea, or a pounding heart</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>20. I had dreams about it</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>21. I felt watchful and on-guard</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>22. I tried not to talk about it</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

**Total IES-R Score:**

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Flow & Feel

**Workplace Dynamics (WD)**
WD can be considered as occupational interchanges which are central to comfortability within the working environment that can arise from a culture of acceptance, respect and support for "othered" colleagues.

**Organizational Ethos (OE)**
OE is the foundational framework that undergirds the vision, mission and constitution of the organization. The lever that can activate DEIA in any enterprise.
The World Health Organization Quality of Life (WHOQOL)

The WHOQOL is a quality-of-life assessment developed by the WHOQOL Group with 15 international field centers that is applicable cross-culturally.

An additional 32 item instrument has been developed to assess aspects of Spirituality, Religiousness and Personal Beliefs (WHOQOL-SRPB).

Obtain permission to use WHOQOL materials. To use the US English version of the WHOQOL-100 and WHOQOL-BREF, please liaise directly with the US office (Instructions).

Need a Yardstick?

Physical Capacity
Psychological
Level of Independence
Social Relationship
Environment
Spirituality, Religion, Personal Beliefs

WHOQOL-100 DOMAINS AND FACETS
Map Out Potential Solutions

Cultivate Acts of Survival that fosters Compassion Satisfaction

- Observe mindfully
- Distinguish challenges from barriers
- Manage emotions
Reflect & Re-sculpt

SRG
Positive Outcomes from Stressful Traumatic Experiences
Closeness to Others
Spirituality
Varies by Age, Gender & Ethnicity

SRG
Meaning Making
Quantitative and Qualitative Assessment
Mobilization of Resources
Coping Strategies
Reconstruction of Global Beliefs

Stress-related Growth Scale (SRG)

Make it Positively Personal

Build Regimes of Self Care that can bolster Compassion Satisfaction

- Practice gratitude
- Listen to some soul-filling music
- Engage in a hobby like Craft Therapy
Indian Yoga systems assign a different element to each finger. Activating those elements can shift the energy running through you. Different hand poses will activate different elements - these hand poses are called "mudras".

https://www.eliselebeau.com/blog/wp-content/media/mudra1.jpg
References


NIRSA (NIRSA: Leaders in Collegiate Recreation), NASPA (NASPA – Student Affairs Administrators in Higher Education), and ACHA (American College Health Association). 2020. *Inter-association Definition of Well-being*. Corvalis, WA; Washington, DC; and Silver Spring, MD: NIRSA, NASPA, and ACHA. www.nirsao.org/hands-in.


