

The “Butterfly Effect”



Cascading

Compassion Satisfaction

In Library Land

Presented by Kay Coates

Aug. 2, 2023

Introduction

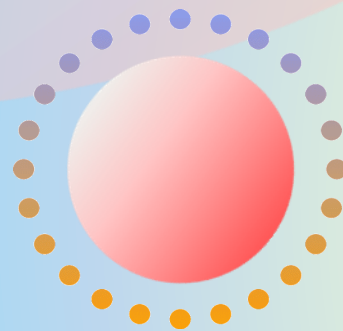


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Zach S. Henderson Library

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

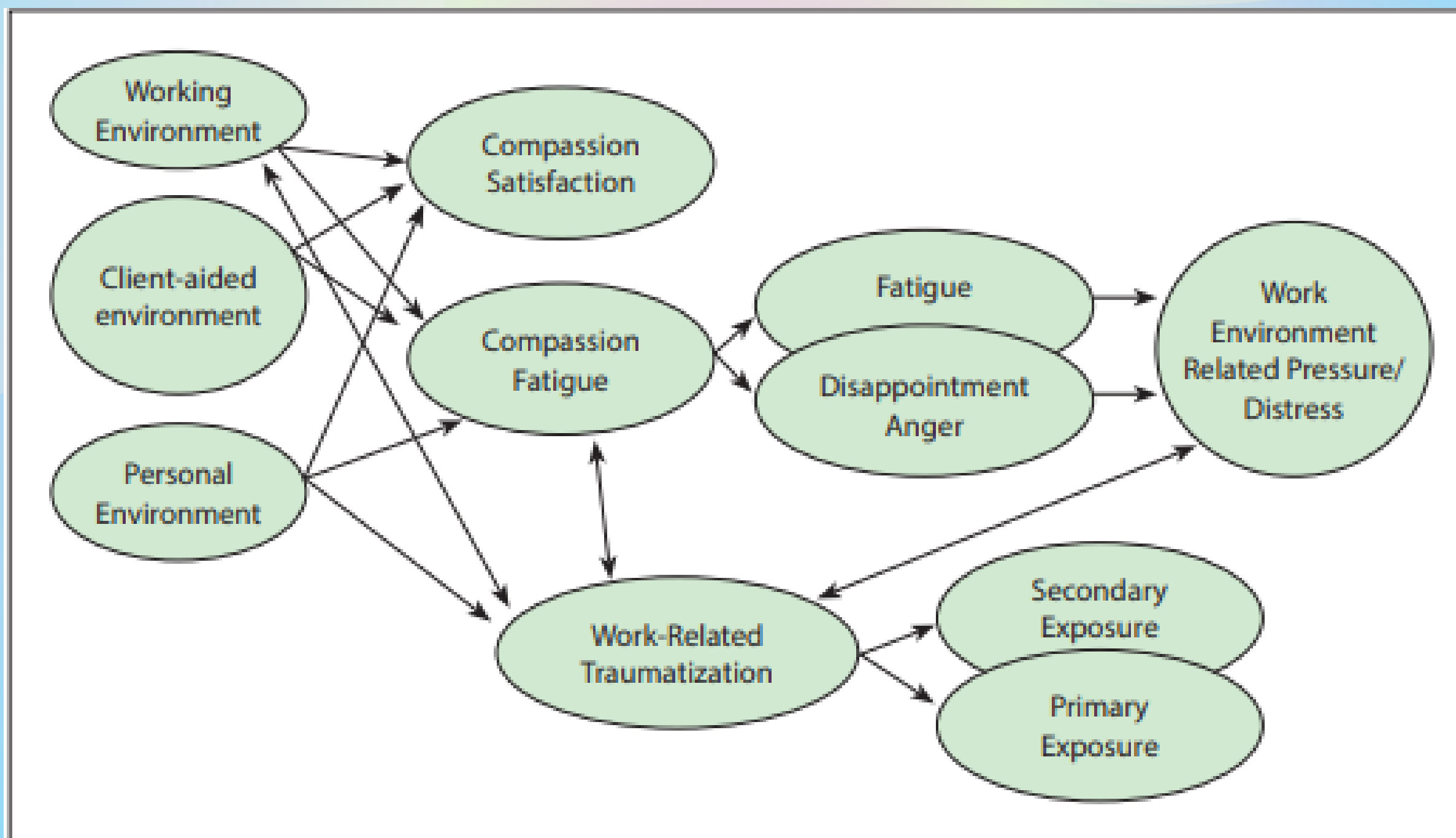
Examine the interplay of occupational dynamics in library science attuned to human interaction and emotion (empathy)

Key Terms

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

Library Practitioner's Viewpoint

Picture It



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.

Empathy Mapping

Listen

Think

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

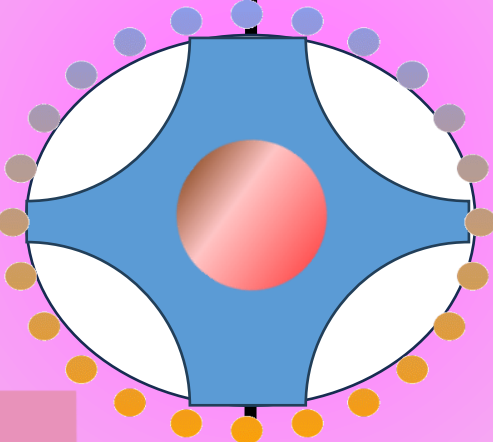
Excited OR Anxious

Stressed AND Overwhelmed

Competent BUT Drained

Act

Feel



Joy & Jumble

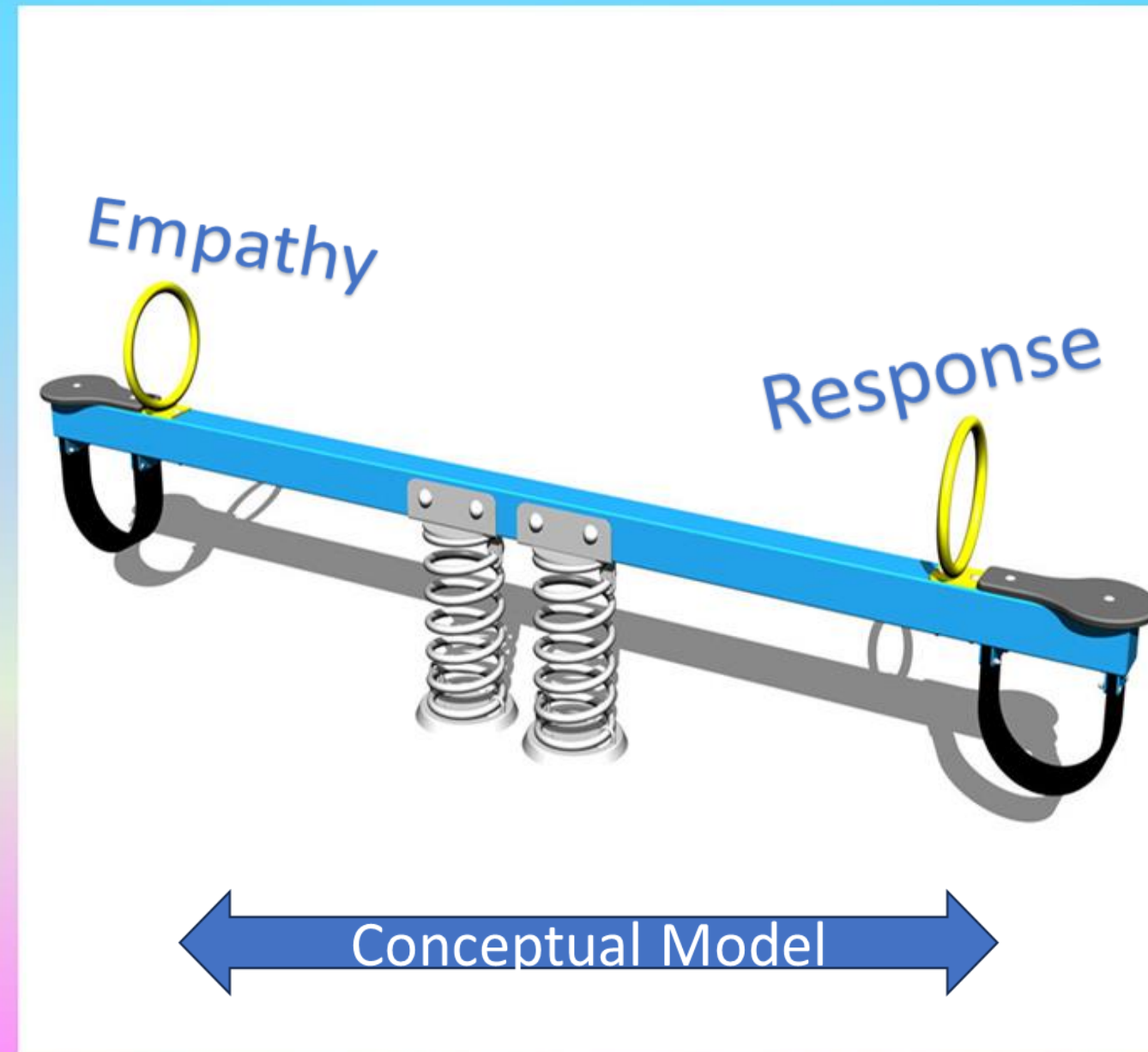
Compassion Satisfaction (CS)

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

Compassion
Satisfaction

Robust
Health Benefits

Marginal
Psychosocial
Stress

Marginal
Allostatic Load

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.

1=Never

2=Rarely

3=Sometimes

4=Often

5=Very Often

- _____ 1. I am happy.
- _____ 2. I am preoccupied with more than one person I [help].
- _____ 3. I get satisfaction from being able to [help] people.
- _____ 4. I feel connected to others.
- _____ 5. I jump or am startled by unexpected sounds.
- _____ 6. I feel invigorated after working with those I [help].
- _____ 7. I find it difficult to separate my personal life from my life as a [helper].
- _____ 8. I am not as productive at work because I am losing sleep over traumatic experiences of a person I [help].
- _____ 9. I think that I might have been affected by the traumatic stress of those I [help].
- _____ 10. I feel trapped by my job as a [helper].
- _____ 11. Because of my [helping], I have felt "on edge" about various things.
- _____ 12. I like my work as a [helper].

PROFESSIONAL QUALITY OF LIFE MEASURE (PROQOL)

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

Draw & Delight

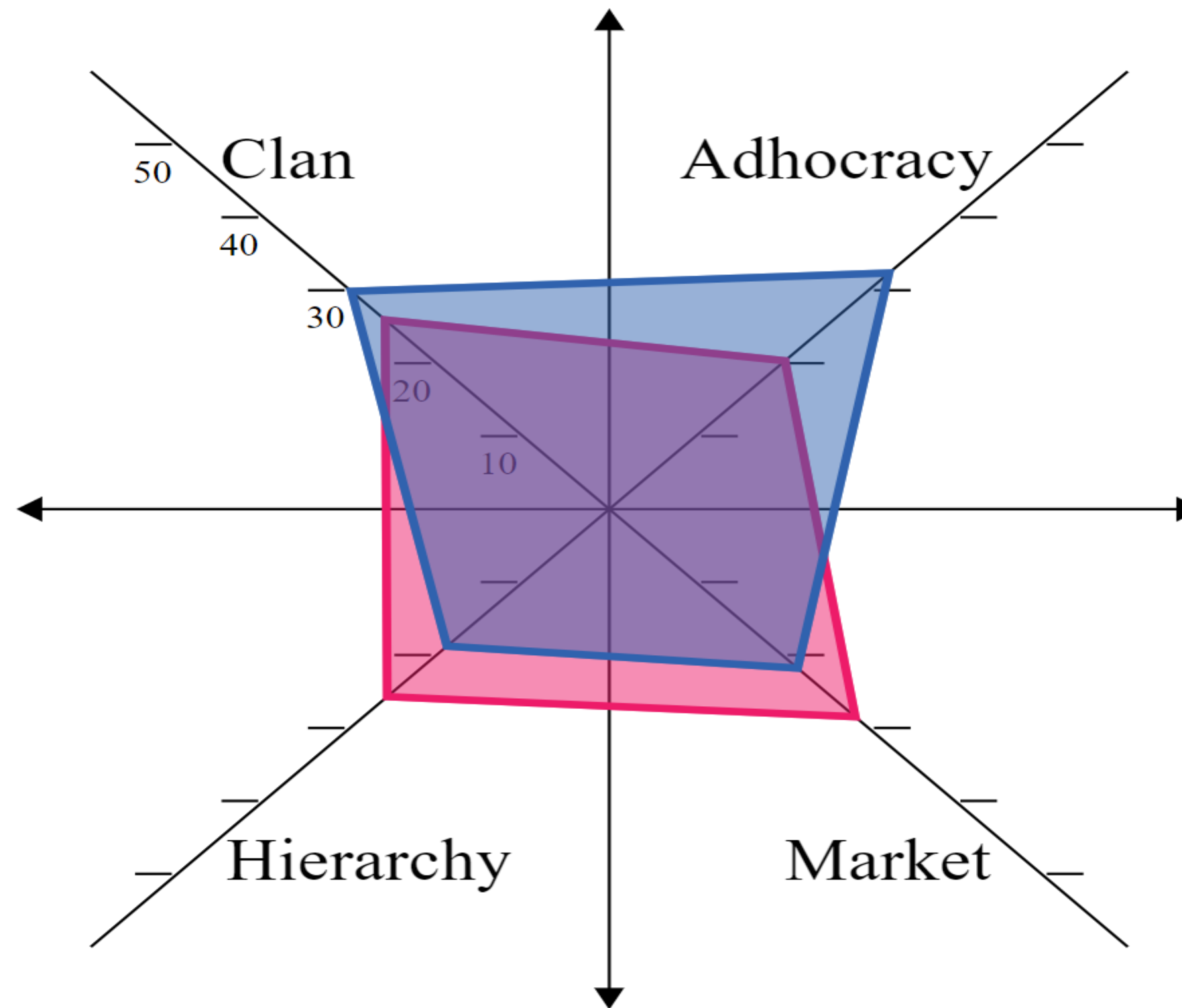
Professional Stress (PS)

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

Assessment Instrument



Fervor & Fatigue

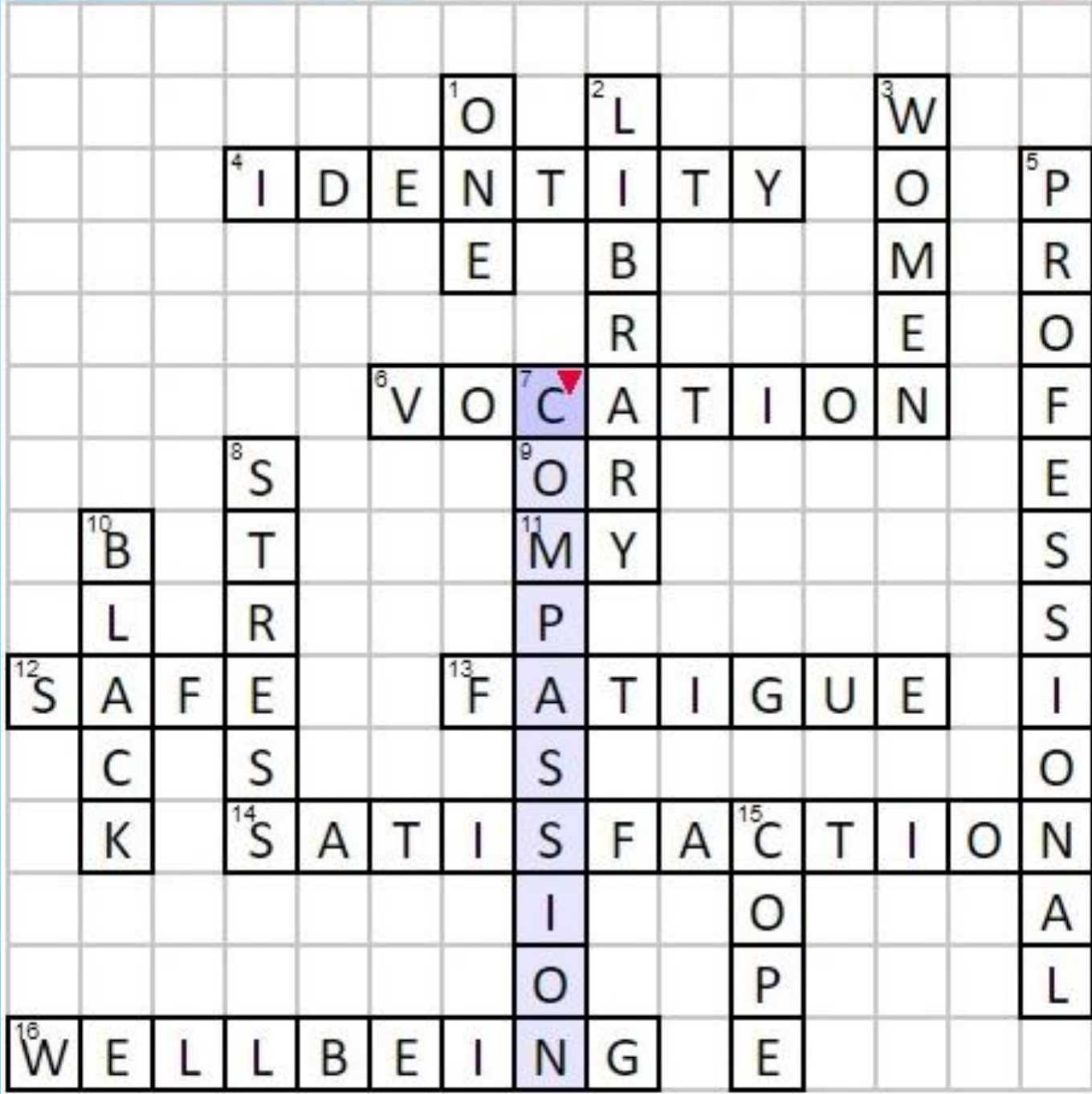
Intersectionality (I)

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

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?

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

Total IES-R Score: _____

INT: 1, 2, 3, 6, 9, 14, 16, 20
AVD: 5, 7, 8, 11, 12, 13, 17, 22
HYP: 4, 10, 15, 18, 19, 21

Weiss, D.S. (2007). The Impact of Event Scale-Revised. In J.P. Wilson, & T.M. Keane (Eds.)
Assessing psychological trauma and PTSD: a practitioner's handbook (2nd ed., pp. 168-189). New York: Guilford Press.

Pause & Ponder

Flow & Feel

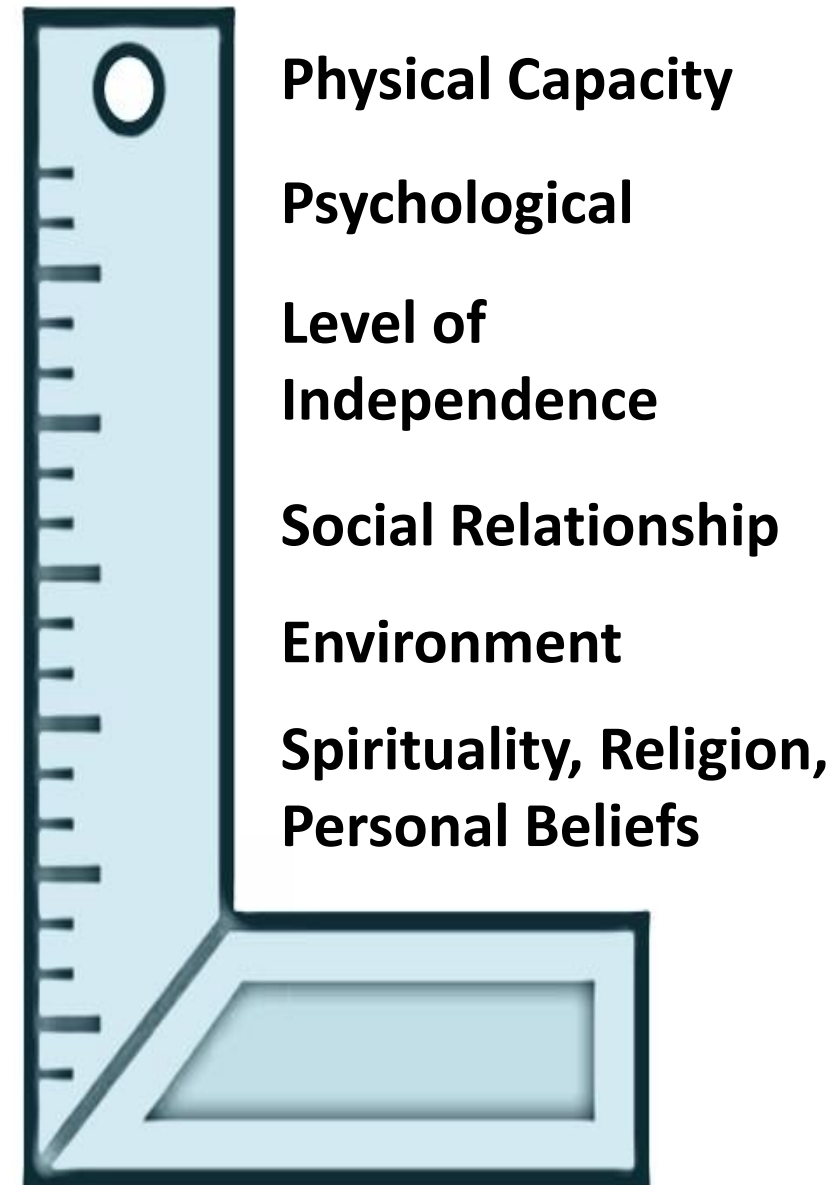
Workplace Dynamics (WD)

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

Need a Yardstick?



WHOQOL-100 DOMAINS AND FACETS

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](#)).



Map Out Potential Solutions

Cultivate Acts of Survival that
fosters Compassion Satisfaction



Observe mindfully

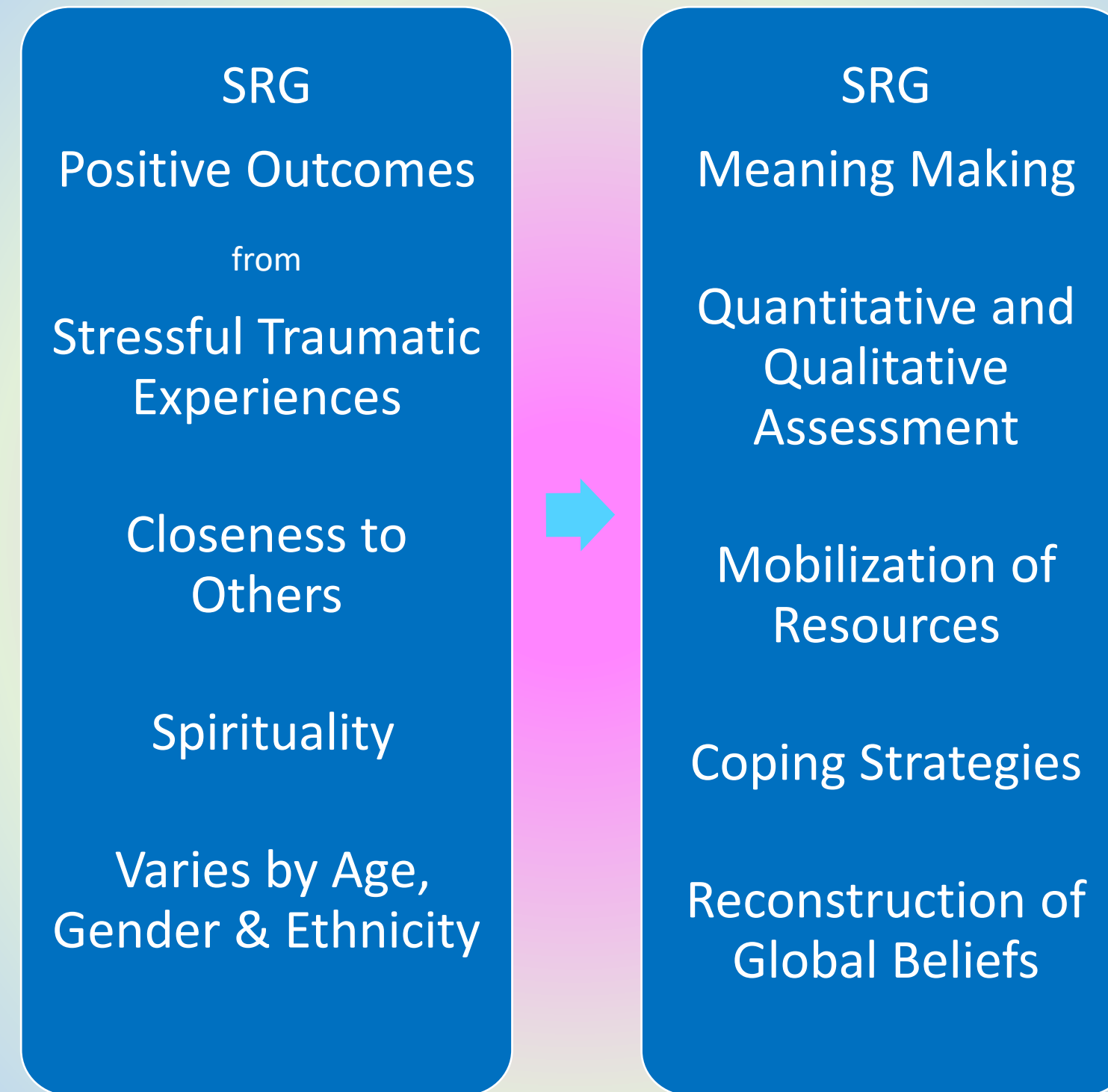


Distinguish challenges
from barriers



Manage emotions

Reflect & Re-sculpt



Stress-related Growth Scale (SRG)

I learned to work through problems and not give up

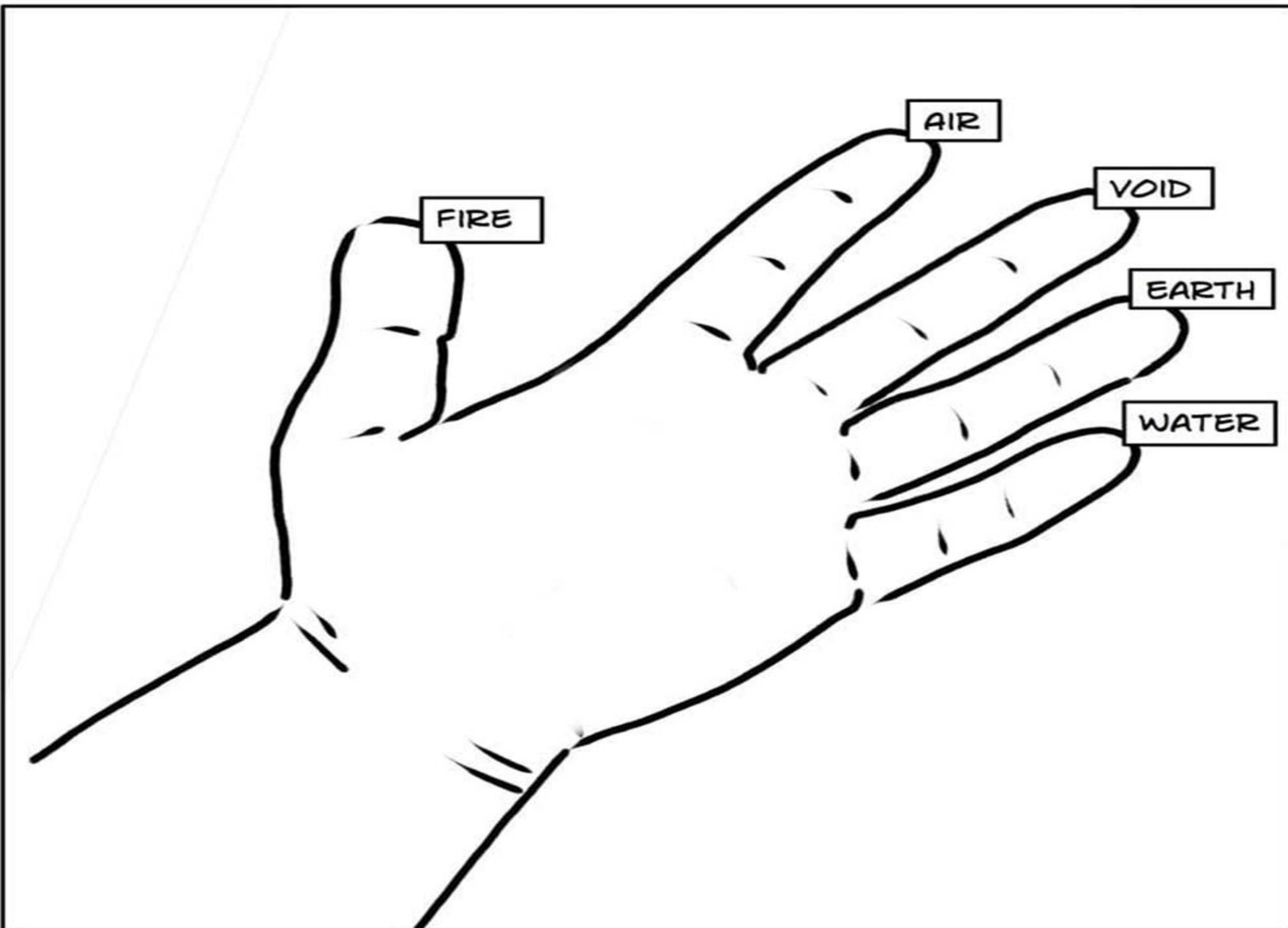
I learned to look at things in a more positive way



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".

TAKE FIVE

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