

New York Library Association & Urban Librarians Unite Library Worker Support Network

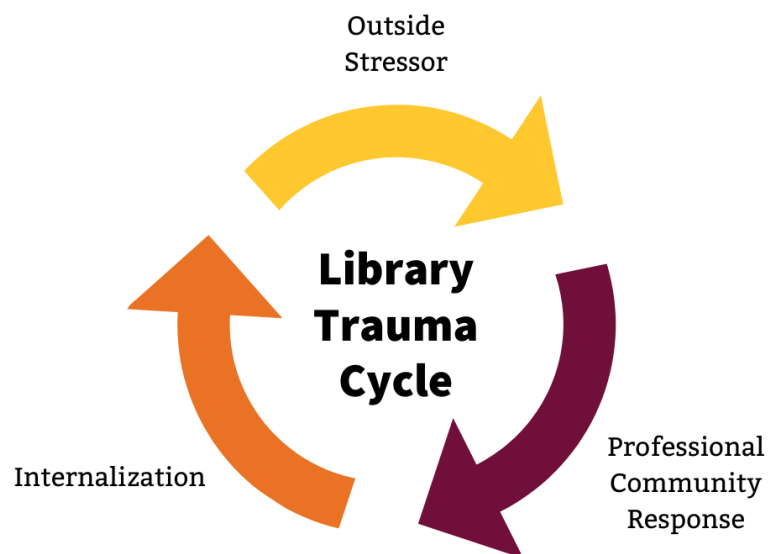
The New York Library Association (NYLA), in partnership with Urban Librarians Unite (ULU), is seeking a Laura Bush 21st Century Librarian Program Grant in the amount of \$150,000 for a 24 month planning project. The purpose of this project is to create the Library Worker Support Network, a network of virtual peer support groups for library workers across the US to address the issue of trauma in library work surfaced by the 2022 *Urban Library Trauma Study* and other recent research. We propose a peer driven, online support network that will be able to provide practical support for library workers encountering trauma in the workplace. The Library Worker Support Network, or LWSN, will be free, easy to access, open to library workers of all levels, specializations, and demographics, and administered by trusted and trained peer leaders.

The Library Worker Support Network will directly work towards achieving Goal 1 of the LB21 Program, particularly Objective 1.2. It will enhance the training and professional development of the library workforce to help library workers meet the needs of their communities in a healthy way, by building a network of community support and training a cadre of peer support leaders. As library workers find new ways to serve and support our communities we are similarly facing new challenges. These support groups will allow our colleagues to bring the best of themselves to the workplace and hopefully start to offset a national crisis of burnout in the profession. The saying can be overused, but this project will allow library workers to put their oxygen mask on first, so that we can be fully present and prepared to help address the many needs in our communities. This is the beginning of the three year implementation recommended by the Trauma Study, and will conclude with a tried and tested prototype of the Library Worker Support Network, ready for further implementation.

Project Justification

The [Urban Library Trauma Study](#) (IMLS RE-246392-OLS-20) found a common and recurring pattern of work related trauma in urban public libraries. Participants in the survey and focus groups reported incidents of racial and sexual harassment in addition to verbal and physical abuse at work. 68% of survey respondents reported aggressive or violent behavior from patrons while 22% reported similar behavior from staff.

A pattern emerged from the survey and focus groups results that we have named the Library Trauma Cycle. The cycle begins with an outside stressor like an assault, aggression, or harassment. The staff member then looks to their colleagues for support. In cases where they receive effective support from their professional community, like someone to talk to, acknowledgement of the seriousness of the issue or a services referral the cycle can end here. If that doesn't occur, many staff progress to the next stage of the cycle, internalization, where they attempt to resolve the emotions and physical responses to stress on their own through self care, and many times blame themselves for their inability to do so. The staff member then carries unresolved stress into their next patron interaction.



The Library Worker Support Network aims to disrupt the trauma cycle at the point of professional community support. During the Trauma Study Forum in 2022, multiple work groups identified a support network as a necessary part of creating a professional culture of care. In addition, since the release of the trauma study, library workers have begun to reach out to Urban Librarians Unite volunteers for counseling and

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support the organization does not currently have the capacity to provide. No other long term support or network currently exists for library workers. Given the demonstrated need for such a network, and that only 20 survey participants reported using their employer sponsored mental health services, we believe that peer support groups can make a much needed impact on the profession.

The target group for the Library Worker Support Network is purposefully broad and encompasses all library workers experiencing stress or traumatic events in the US. The *Urban Library Trauma Study* focused on urban public library workers but the response to the study from across the profession suggest that many of its findings are universal to library work in America. In addition, other studies are showing a much broader experience of trauma in the library field. According to Fisher and Gambrill, authors of *Superheroes Need Help Too: Understanding pre- and Post Traumatic symptoms amongst library staff as essential frontline workers*, “Our data thus far indicates that stressful situations are increasing in public libraries, that staff in all types of library settings are experiencing trauma across the spectrum of stressful situations.”¹ The ULTS researcher’s anecdotal experiences around the release of the study support this conclusion. We want this project and the resources that come from it to be as broadly applicable as possible. Creating the project with a broad audience will allow us to do that.

As we are looking to serve all types of library workers, the number of possible participants in the target group could be as large as 366,642². While the number of staff we will be able to serve in the prototype phase is much lower, we hope to serve a broadly representative group of library workers including public, academic and special libraries from urban, rural, and suburban areas. It will be important to center this study on a broader perspective of library workers. Part of this work will be making spaces for diverse library workers from a variety of backgrounds. They will be involved in creating the project and will be essential to its success as peers and special interest groups find common ground.

Beneficiaries include the target groups both as individuals and organizationally. Individuals would benefit from greater mental health support, and the general landscape of organizations involved in library work would benefit from having a shared item of discussion and tool to address what is arguably a national crisis in libraries. There is a wider pool of potential indirect beneficiaries as well; the families, coworkers, communities, and institutions around the people being impacted by trauma in library work. A free, reliable, supportive space for mental health for library workers could improve their home lives and the lives of those in their homes. It could improve the general working environment even for workers who are not attending any support groups but whose colleagues are getting the support they need to be better to their own colleagues. The larger community would benefit from library workers who are not experiencing burnout or leaving the field entirely as well as being generally happier and more productive members of local society. Institutions will benefit from workers who feel seen and supported and who have spaces where they can discuss the pressures and concerns of their work.

This project is a direct continuation of the *Urban Library Trauma Study* and is a practical working response to the issues and challenges which that study illustrated. It is one of the four suggestions for action put forward at the end of the study and is one which has had widespread, if anecdotal, support in the feedback we have received. These groups will be based in part on the groups which are at the core of the recovery community. The wide body of results based practice in this community will be one area of study and adaptation in this project.

Project Work Plan

The Library Worker Support Network will be a freely available network of peer support groups for library workers experiencing stress and trauma. To create this network we propose a 2 year project, during which we will engage in a design thinking process. It will be broken down into four phases: research, collaboration, prototype implementation, and evaluation. Each of these phases will involve affected workers as much as possible to ensure that the final product is effective and useful to the target group. We have created three “Rest Months” into the schedule where staff and volunteers will be able to step back from the project, finish up loose ends and address stress and overwork. This is incredibly important for the people involved in this project as the topic of trauma can create secondary traumatic stress when workers are discussing stressful or traumatic events, and we are planning an intense amount of work to complete the project. At the conclusion of this project, we will be prepared with the

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experience, training materials and data we need to move forward with a wider implementation of the support network.

We are requesting \$150,000 in funding for this two year project. Of this award \$55,000 will be allocated as a Research and Facilitation fee for Urban Librarians Unite with \$2000 allocated for research related printing. Marketing and outreach will be budgeted at \$5,500. The Design Convening is budgeted at \$39,760 and project related travel for researchers is budgeted at \$4,740. Honoraria for peer support group leaders is budgeted at \$15,000. Indirect costs for NYLA at 5.3% is \$8,000. Student support costs will be \$10,000 and we are budgeting \$10,000 for professional and other services to include consultation with social work professionals and other necessary professionals.

The project will be executed and managed by four staff, AnnaLee Dragon from the New York Library Association will act as Project Director. From Urban Librarians Unite, Lauren Comito will fill the role of Project Manager while Christian Zabriskie acts as Project Facilitator, and Leah Dudak fills the role of Research Associate.

ULU uses Airtable as a project management tool. We will set up a base shared with all project staff to track activities, due dates, and completion of tasks. We will be having weekly team meetings to move the project forward and check in, with more formal project check-ins every 6 months to ensure that the project is proceeding according to schedule and make adjustments where necessary.

Phase 1 - Research (6 months)

Phase one of the project will include extensive research on best practices for setting up peer support groups. The first stage of the project will involve collecting best practices around support and recovery groups with a special focus on formats and systems which can be adapted to the library community. This will take place through traditional research practices, but also through conversations with library workers, mental health professionals, and recovery specialists. Then, this research will be summarized, sampled, prepared, and distributed to the project design team which will convene for a design retreat.

Review of the Literature

The research phase of the project will begin with a review of the literature. This project is a new concept in the library field so the literature review will draw heavily from other fields such as social work, health care, education, and the recovery community. Since our work and methodology is based in participatory design and trauma we will also pull from fields such as trauma informed care, disability justice, feminist practice, decolonial thinking, gender, and race. Reviewing the literature in these areas will be vital to our work trying to equitably and empathetically create a peer support network that acknowledges different intersections of identity. We will use the review of this literature to make sure that our work is not simply extractive, and that we honor and value all of the labor shared with us.

Empathy Interviews

Using the information from the literature review, we will conduct interviews with professionals like social workers, and laypeople who have experience conducting support groups to understand how best practices in the literature translate to reality. We will also conduct interviews with potential participants to determine how the best practices identified can meet their needs. These interviews will be conducted using video conferencing tools, and the concepts from these interviews will be organized and used to inform the next part of the research process.

Journey Mapping

We will create several personas using the notes from the empathy interviews and create journey maps for each of them to visually think through each of their hypothetical experiences. In order to ensure that we have fully considered the experiences of participants, we will be sure to create a diverse set of personas, and include both participants in the focus groups and the volunteer peer leaders.

Collating the Research

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Once we have finished the previous steps of the research process, we use the information gathered to create a packet for the peer leaders. This packet will include the written literature review, summarized results from the interviews and completed journey maps. It will also include documentation of support group processes in other industries that participants will find useful at the convening during the collaboration phase of the project.

Phase 2 - Collaboration (6 months)

The second phase of this project will use participatory design techniques to bring together a group of diverse individuals to think and plan how to create the focus groups. Similar to the successful Trauma Study forum, this convening will use design methods to develop the core principles and practices of the support groups. By bringing together affected staff into community with us and each other we intend to build a practical foundation and prototype that will meet the needs of those affected most by stressful or traumatic events in the workplace.

The group of 15 library workers selected to participate in the design convening will be chosen with a twofold purpose in mind. These participants will help to develop the structure and prototype for the support groups and also act as the first round of leaders for the trial roll out of the peer support groups in the prototype implementation phase of this project. The design convening will use design thinking methods to deeply involve affected library workers in building a solution for the issues we face in our daily work lives. It will be focused on a practical set of questions about what will make these support networks work, how to best market them to library workers, and how they will make long term impacts on the mental health and wellness crisis outlined in the Urban Library Trauma Study.

Collaboration phase activities will be centered around a 4 day design convening. The second phase of the project will use participatory design techniques to bring together a group of diverse individuals to plan the focus support group scope and structure. Similar to the successful trauma study forum, this convening will take lessons from our experience there and apply them to create a collaborative event where we will use design thinking methods to develop the core practices and structure of the support network. By bringing affected staff into community with researchers and each other we intend to build a practical foundation and prototype to meet the needs of staff affected by stress and trauma in the library workplace.

We will start with a virtual pre-meeting where we will share research and introduce the peer leaders to each other. We will also start building teams and answer any logistical questions about the in person convening. This will help ease the peer leaders into the design convening or they will not have met each other prior to arriving at the event.

The design convening will be a four day, in person, design sprint. We learned from the Trauma Forum that three days isn't enough time to complete the amount of work we need to finish during the convening.

Day One - The first day will consist of a morning facilitators meeting followed by arrivals and team building exercises.

Day Two - The second day of the convening will be dedicated to a group discussion of the research and idea generation. Activities on this day will be geared toward coming up with a wide variety of ideas for the support group structure. This process will allow each group to explore ideas they may not generate on their own, and build on each other's experiences.

Day Three - The third day of the convening will consist of idea selection and beginning prototyping. The idea selection process will allow us to select the most relevant and feasible ideas from those generated to start building the prototype projects. From this point participants will build an outline of their portion of the support network. This may be a wireframe, an outline of policies and procedures, or a guide for peer leaders. The participants in the convening will drive the process.

Day Four - During the fourth and final day of the convening participants will meet to review and evaluate the prototypes they have created so far, then we will facilitate each group as they make a plan for continuing their work over the following two months.

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After the convening participants will work together virtually to collate their work into guiding documentation for how the project will move forward. By the end of the collaboration phase we expect to have project documentation and a plan for beginning implementation of the prototype.

Design Convening Schedule

Day 1	10am - 4pm
	<i>am</i> Facilitator meeting
	<i>pm</i> Arrivals team building activities icebreakers
Day 2	10am - 4pm
	<i>am</i> Guided discussion of research
	<i>pm</i> Ideation activities - Divergent stage, includes coming up with a large array of ideas
Day 3	10am - 4pm
	<i>am</i> Ideation activities - Convergent stage, narrowing down ideas until the best ones remain
	<i>pm</i> Prototype draft
Day 4	10am - 2pm
	<i>am</i> Project plan and delegation of implementation tasks
	<i>pm</i> Lunch and travel

Participant Selection

The peer leaders selected for this project will have a vital and heavy role. They will be both co-creating the support network and facilitating the support groups during the implementation phase. As such we will have to be focused on selecting participants who both bring a diverse array of experience, opinions, and abilities while also working to ensure that all participants have a robust support system to help them through this difficult project.

The researchers will set up an application form for potential peer leaders where applicants can share their qualifications, reasons for applying, and share their support structure so that we can select a qualified pool of applicants. We will also request a diversity statement, letter of recommendation from a supervisor or colleague, and documentation of institutional support. This institutional support is essential. Peer leaders will need to attend the full four day convening and facilitate a few support groups per month. They will need permission for that time as well as for recovery time after the group sessions.

We will share the application as widely as possible to encourage a variety of applicants. We are especially interested in having a cohort of peer leaders that represent all areas of the library field including diverse representation in the areas of race, gender, sexual orientation, type of library, job, and community. We will share the application with ethnic affiliates like REFORMA, AILA, APALA, and BCALA as well as with the state libraries, library associations, and groups like the association of Rural and Small Libraries.

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Expected final product

After the convening participants will work together virtually to collate their work into guiding documentation for the project to move forward. By the end of the collaborative phase we expect to have draft documentation and a plan for beginning implementation of the prototype.

Phase 3: Prototype Implementation

Phase 3 of the project will be dedicated to implementing a prototype of the online support network using the work created by participants at the design convening. We will create a training guide for peer leaders, and provide technological infrastructure and practical support to those peer leaders as we begin implementation of the support groups.

Details of how the LWSN will work will come from the design convening, however we intend to host at least 4-6 support group sessions a month for a total of 32-56 sessions with approximately 10 participants in each group. We also plan to set aside approximately half of the support groups each month for marginalized groups and specific job titles like directors who may not feel comfortable sharing their experience and feelings freely in a mixed group. We also plan to take time zones into consideration when scheduling sessions.

As part of implementing the support network, we will work with a social worker and legal advisor to set up policies about what type of support the groups can provide. These policies will be available on the website and shared at the beginning of each session as well as during registration. When necessary we may need to deny support group access and refer participants to crisis services instead.

Facilitating support groups can take a personal mental toll on the facilitators themselves. In addition to the support groups for library staff we will also schedule regular check-ins with the peer leaders to ensure that they have the support that they need in order to do this work in a healthy way.

Phase 4: Evaluation

The evaluation phase of the project will overlap with the convening and prototype implementation phases. We will primarily use surveys to gather feedback from peer leaders and participants. We will distribute an evaluation survey after the design convening to gather feedback on the event and ideation process. We will also distribute a survey to gather feedback on the peer leader training. These surveys will be a combination of likert scale and open response questions.

We will also distribute past support session surveys to support group participants and facilitators. These surveys will not require the sharing of personally identifiable information but participants will be able to voluntarily share their contact info if they would like to be contacted for follow-up. The surveys will be voluntary and will not impact participants' ability to access the support groups. We will collect and read these surveys on a monthly basis and use the responses to evaluate the effectiveness of the support groups and make changes to the prototype as needed.

At the end of the grant period we will distribute a final survey to all participants and peer leaders to evaluate the effectiveness of the project.

Sharing our results

Project results will be shared on the project website (libraryworkersupport.org) and will be featured alongside calls for participation. As with the Urban Library Trauma Study we will make efforts to make as much of our work as possible available to the public. At the same time we will ensure that participants' privacy is honored so that their best work can be put forward. ULU has been very open to different interpretations of our data and work and are actively seeking other perspectives on this project in the development and prototype stage. The website will also host a calendar of upcoming support groups, self-help resources, and crisis line information. This website will be publicized through social media, list serves, state libraries, LIS academia, and professional publications. This will include social media advertising to get the word out to a wider audience.

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In addition researchers on this project will actively participate in the professional dialog around these issues. We will submit conference proposals and articles to professional and scholarly publications in the LIS field. The Library Worker Support Network participants, researchers, group leaders, and participants will also be encouraged to spread the word both for people who may need the support as well as for feedback on the work we have put forward.

Diversity Plan

The previously conducted *Urban Library Trauma Study* reinforced what we already knew, that minority members of our professional community are disproportionately affected by traumatic experiences at work. In our continuation of this work, we plan to continue our focus on recruiting participants in the design convening from marginalized populations, and from different levels of library work. Throughout the project we will work to actively address disparate needs and cultural differences in the support groups themselves. Additionally, the nature of ULU's work creates an environment that is for library staff by library staff, which allows for real changes to be enacted. As such, this research has a foundation in decolonial work, ensuring that participants' voices are valued and we are not simply extracting but co-creating and supporting change. The project's grounding helps to insure that participants from marginalized backgrounds will not continue to be exploited, while also recognizing and responding to the deep history of exploitation by the academy and research that individuals from marginalized populations have historically endured.

The first step in our decolonial, critical, research process will be to find and establish a diverse body of partners. Diverse voices are an essential part of the success of the *Urban Library Trauma Study* and they will continue to be a key factor in the success of this project. ULU will reach out to partner organizations including but not limited to: We Here, the Black Caucus of the American Library Association, the Asian Pacific Library Association, REFORMA, the American Indian Library Association, the Rainbow Roundtable, and others. Particular effort will be made to reach out to smaller organizations of diverse library workers, to allow for a wide range of knowledge and voices to be shared. We will approach these groups for representation, ideally of multiple individuals, and incorporate these people and their knowledge into the research and development aspect of the work from the outset of the project.

The *Urban Library Trauma Study* shows that our diverse colleagues experience abuse and trauma to a disproportionate degree in the library workplace, something that has been confirmed in previous trauma studies outside of the library space. It will be crucial that we have affinity groups established within the peer support network to support library workers of color, LGBTQIA2S+ library workers, Indigenous library workers, disabled workers, and other intersections of marginalized identities. Having a diverse set of voices at the table will ensure that we have wide buy-in, provide more personalized support, and mentors in place to anchor the meetings, particularly when they involve diverse and underrepresented populations in library work.

However, sometimes when people from various marginalized communities are asked to provide labor and guidance their voices are not properly heard, and their ideas not implemented³. As we showed with our previous work, we are grounded in decolonial and critical thought, not merely studying and extracting from library workers, but creating together. The core of everything we do is *for* library workers, *by* library workers. Library workers from marginalized communities will not only provide important knowledge, but will also be given stake and control in the peer support networks that we will create together. Our commitment to this can also be seen in the application of this grant, ensuring that the knowledge and creations of our diverse library group from the *Urban Library Trauma Study* can come to fruition. This grant proposal is a culmination of their ideas and suggestions to improve the library work space.

Next, we will also be making concerted efforts to connect with colleagues in rural communities. Since the release of the *Urban Library Trauma Study*, we have received feedback and validation of what we suspected – the widespread nature of trauma in public libraries beyond urban locations. As such, we recognize that rural communities also have unique problems due to the nature of their work that we need to better understand, yet there is still an experience of trauma across library types. Rural libraries are a community that ULU intends to make greater inroads with as it aligns with our efforts to mitigate worker trauma in all library settings.

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Our focus on diverse library workers and libraries will strengthen the field by making a better work environment for diverse library workers in a variety of settings. It also highlights a commitment to honoring the knowledge and ideas that were generated in *Urban Library Trauma Study* and seeing them through. There is anecdotal evidence that the stress and trauma of bias and racism contribute to burnout and talented diverse library workers leaving public service or the profession entirely. While there have been growing initiatives to bring diverse workers into the library profession, statistically the number of diverse workers appears to remain stagnant. This project provides grounded solutions to actual problems with concrete benefits for library workers at no cost to themselves; which will make a genuine difference to library workers experiencing bias, racism, bullying, and prejudice on a daily basis.

Project Results

The goals of the proposed project are to:

1. Determine best practices for implementing support groups for professional staff in the library industry.
2. Create a cohort of trained peer leaders who are prepared to host and facilitate support groups for library staff.
3. Create a guide and process for hosting support groups or library workers so that the project can be sustained and expanded after the end of the grant period
4. During the prototype implementation phase, we will host support groups impacting at least 150 library staff across the US

The problem of trauma in library workers is too big for one organization to solve alone, so all of the research that can be shared without violating the confidence of participants will be shared publicly. We will host all non personally identifiable research, training, and collaboration for this project at libraryworkersupport.org so that it can be easily accessed by other institutions and replicated where it is most needed. To sustain the work past the period of performance, we plan to actively seek funding sources to keep the support groups going, and may need to explore a donation model to continue to provide stipends for peer leaders. In addition we will provide training documentation so that the project can be replicated at the local level.

This project will result in a group of trained committed peer leaders ready to continue in facilitating support groups and in training further cohorts of peer leaders By identifying best practices we will begin to implement a program of community support to help library workers recover from and process their experiences. The Library Worker Support Network will be the start of creating a professional culture of community care in libraries, and will allow library workers to continue to serve their communities in a way that is safe and healthy for both those communities and the workers themselves. We hope that by implementing these support groups, we can live up to the faith that was placed in us by the Trauma Study Forum participants who recommended this approach.

Endnotes

¹ Fisher, K. E. & Gambril, L. A. (2022) Superheroes Need Help too: Understanding Peri- and Post-Traumatic Symptoms amongst Library Staff as Essential Frontline Workers. *International Federation of Library Associations and Institutions (IFLA)*. doi:<https://repository.ifla.org/handle/123456789/2053>.

² *Number Employed in Libraries: ALA Library Fact Sheet 2*. (August 2018) Retrieved 2023, March 10 from <https://www.ala.org/tools/libfactsheets/alalibraryfactsheet02>

³ Smith, L. T. (2012). *Decolonizing Methodologies: Research and Indigenous Peoples: Vol. 2nd ed.* Zed Books.

Project Schedule - 24 months																																				
Activities	Year/Month																																			
	2023					2024												2025																		
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul												
Beginning Grant Activities/Project Management																																				
Create libraryworkersupport.org website																																				
Update libraryworkersupport.org website																																				
Research																																				
Literature Review																																				
Identify similar programs																																				
Informational interviews with similar programs																																				
Clustering and theme finding																																				
Draft Preparatory Documentation for Collaboration Stage																																				
Finalize Preparatory Documentation for Collaboration Stage																																				
Distribute Preparatory Documentation for Collaboration Stage																																				
Collaboration																																				
Application period for Peer leaders/convening																																				
Travel and Convening Planning																																				
Convening																																				
Draft Prototype documentation																																				
Follow up virtual Meetings																																				
Finalize and distribute Prototype documentation																																				
Prototype Implementation																																				
Training																																				
Scheduling Trauma Support Groups																																				
Publicising Trauma Support Groups																																				
Virtual Trauma Support Groups																																				
Evaluation																																				
Project Check in																																				
Post Convening Survey																																				
Interim TSG survey																																				
Final TSG Participant survey																																				
Final Peer Leader Survey																																				
Report																																				

* Greyed out months are built in breaks for catching up with prior work and rest. Working on trauma in library work can be draining, and we want to give all of our staff and volunteers time to process and decompress throughout the project.

**New York Library Association & Urban Librarians Unite
Library Worker Support Network
Application Number: RE-252713-OLS**

The Library Worker Support Network will be a mostly online project, requiring digital files be created, shared, and stored. Urban Librarians Unite (ULU) and the New York Library Association (NYLA) will be responsible for the creation and dissemination of digital products as detailed below.

Type

ULU will create and maintain a public facing website using a self hosted wordpress installation. We will make project files and documentation available on that site. These files may be created and shared in the following formats

.jpg	.txt	.csv
.png	.docx	Html\css
.mp4	.xlsx	Google Suite file formats
.pdf	.pptx	

Documents we plan to create include a preparatory packet for convening participants, facilitation guide for the convening, handouts, documentation of peer leader work, policies, and training documentation.

Availability

The publicly available website for this project will be hosted as a wordpress installation on ULU’s Siteground hosting plan at libraryworkersupport.org. We may collect sensitive or personally identifiable information in the course of implementing this project and will not make such information publicly available. We will be removing PII from any data we plan to release and storing it separately. It’s important for us to remove any PII from publically released survey and interview data as that information may contain private employee or library patron information.

Access

The digital products created in the course of this project will remain property of Urban Librarians Unite. However, digital products and publically released data generated during the research process will be provided under a Creative Commons - Attribution- NonCommercial - ShareAlike 4.0 International (CC-BY-NC-SA) license to facilitate further research and sharing. This license includes several restrictions that we feel are important, namely that the work of the project team be credited, that it not be used for commercial purposes, and that any remixed products be shared under the same license to facilitate continued creation of solutions to the problem of trauma in library work. We will notify potential users of the product in the footer of the project website, and in the PDF documents we distribute. The project team will review documents and data with a view to cultural sensitivity prior to public publication. If necessary the project team will make modifications or notations that address those issues as appropriate.

Sustainability

We will be hosting the public facing project website on ULU’s shared hosting account through siteground and backing up the files at NYLA. ULU will commit to hosting the website for at least 3 years. In the event that it is no longer able to do so after the 3 years, ULU will handover all documents and site data to NYLA or seek another willing organization to host the project if NYLA is unable to do so.

Organizational Profile

Mission Statement

NYLA leads, educates, and advocates for the advancement of the New York library community.

History

The New York Library Association, popularly called NYLA, was founded in 1890 at the close of the annual convocation of the University of the State of New York.

On November 19, 1929, the Board of Regents, for and on behalf of the Education Department of the State of New York, granted a provisional charter incorporating associates and successors, as a library association for the purpose of promoting library interests in the State of New York under the corporate name of New York Library Association, Inc. An absolute charter was granted the association on December 20, 1946, continuing the corporation with all its powers, privileges, and duties.

NYLA is affiliated with the American Library Association as the New York Chapter of that national body. Members of the state association include librarians of public, system, school, college and university and many special libraries, library trustees, and friends of libraries. From a membership of 43 in 1890, the association has grown to a vital organization of over seven thousand members, representing not only the libraries of New York State but also including many members, state and institutional, from all over New York State.

NYLA serves the entirety of New York State, including public, school, academic, and research libraries, including their staff, trustees, patrons and friends.