Contents

Note on the Text ix
Foreword *Nisha Moody* x

Introduction *Veronica L. Denison and Michelle Ganz* 1

Part 1: Archival Trauma and Education

1 Who We Are in the Present Includes Who We Were in the Past *Michelle Ganz* 11

2 Toward Trauma-Informed Care in Archives: Strategies for Implementing SAMHSA Principles *Taylor Wolford and Eric Hung* 25

Part 2: Archival Trauma and Donor Relations

3 Reflections on Empathy in Donor Interactions *Veronica L. Denison* 47

4 Feeling Our Feelings: Navigating Grief, Empathy, and Emotions as Lay Archivists for Congregations of Women Religious Sisters *Sarah Aisenbrey* 57

5 Aging and Dying Donors within Catholic Women Religious Congregations *Sarah Aisenbrey* 67

6 "Singing of These Losses in My Life": Emotional Responses in the Donation Process *Amanda Greenwood* 73

7 The Caregiver's Dilemma *Selena Ortega-Chiolero* 85

Part 3: Archival Trauma and Archival Workers

8 The Spirit of Collaboration and Mutuality: Incorporating Trauma-Informed Care for Archival Workers *Shira Greer and Irina Rogova* 95

9 Navigating Secondary Trauma: Trauma-Informed Care and Student Management in Archival Work *Rachel Weiher and Erin McBrien* 135

10 "'Think You're Escaping and Run into Yourself': Emotion, Trauma, and the Personal in the Archival Record" *Amanda Greenwood and Jenifer Monger* 153

Part 4: Archival Trauma and Archival Patrons

11 Human Touch *Roger Christman* 171

12 Musings of an Indigenous NARA Researcher *Selena Ortega-Chiolero* 185

13 Empathy and User Services *Arlene Schmuland* 203

Part 5: Trauma-Informed Archival Practice

14 Koht'aen ke'dozolts'ii (Living Native Traditions): Implementing Indigenous Knowledge Systems within Institutional Archives *Selena Ortega-Chiolero* 213

15 Spiritual Stories: An Archivist's Reflections on Grief and Women Religious *Sarah Lubelski* 237

16 Behind Closed Doors: Dealing with Traumatic Content in Animal Rights Records *Taylor Wolford* 247

Final Thoughts *Veronica L. Denison and Michelle Ganz* 252
Index 256
About the Editors 258
About the Contributors 259