**Whole Person Librarianship: Structured Empathy in Challenging Times**

<http://www.webjunction.org/events/webjunction/whole-person-librarianship.html>

**Event Description:** Libraries providing public services are more important than ever in our current political landscape, where few public spaces feel safe and welcoming to everyone. As librarians, we strive to provide equitable service, but this can be challenging when patrons approach us from life experiences we don’t share. Many public libraries and some academic libraries have been turning to social workers for help. Social workers are trained to approach their clients with empathy while maintaining professional boundaries, and public service librarians can benefit from understanding their methods. Whole Person Librarianship is an approach drawing from social work concepts, such as cultural humility and person-in-environment, to help librarians become more confident in learning from, interacting with, and serving diverse patrons. In this webinar, you will learn some basic ideas from social work which you can apply right away to your library practice, as well as where to find more in-depth information and support.

**Presented by:** **Sara Zettervall, MLIS and Mary Nienow, MSW**

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| **What are your goals for viewing this webinar?** | |
| **Personal Goals** |  |
| **Team Goals** |  |

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| **Gain an Understanding** |
| Whole Person Librarianship uses social work concepts to help serve diverse patrons. Take time to reflect on your own interactions with diverse patrons and approaches you use. For a deeper understanding of the concept of cultural humility, we highly recommend the video: [Cultural Humility](https://www.youtube.com/watch?v=_Mbu8bvKb_U&index=1&list=PL879555ABCCED8B50)  What is most challenging for you when serving diverse patrons?  What support or resources do you have in serving diverse patrons?  What support or resources do you need to better serve diverse patrons? |
| **Whole Person Librarianship Blog** |
| Visit the Whole Person Librarianship Blog: [www.wholepersonlibrarianship.com](http://www.wholepersonlibrarianship.com/)  Identify two blog posts of interest. Read through them and identify three new ideas. |
| **Take a survey** |
| The presenters are writing a book on Whole Person Librarianship! Help them identify topics you would like more information on regarding Whole Person Librarianship. The survey also serves as a good self-assessment of practice and application at your library.   * + Access the survey at: <https://tinyurl.com/survey-wpl>   After completing the survey, list a few ideas for next steps that surface for you, and the work your library can do to move towards Whole Person Librarianship: |
| **Community Connections** |
| Are there social services organizations or a college/university in your community you could contact for resources? What about a social work internship? Or hosting a community services dialogue with local social service providers, to share and learn about competencies for serving the whole person? Consider non-profits, government agencies and educators in your thinking. List those agencies and contacts you could connect with. For an extended list of options, review potential partners for collaboration in WebJunction’s [Community Partnership and Collaboration Guide](http://www.webjunction.org/documents/webjunction/Community_Partner_Collaboration_Guide.html). |
| **Action Plan:** (include some simple next steps, along with who, when, etc.) |
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