**Cultivating Protective Factors for Safe Libraries and Resilient Communities: Learner Guide**

<https://www.webjunction.org/events/webjunction/protective-factors-safe-libraries.html>

**Event Description**: Every day, public libraries open their doors to people facing ongoing life challenges, such as poverty, mental health symptoms, substance abuse, or domestic violence. The library may be the only protective place they can turn to, the only place that can counter the debilitating negative factors that govern their lives. Join this webinar to explore the ways the library functions as a "[protective factor](http://publiclibrariesonline.org/2018/12/the-public-library-as-a-protective-factor/)" and to understand how the library, staff, and patrons exist within a community-wide context of safety. With consideration for how poverty, race, or other often stigmatized challenges impact the patron experience, learn practical and applicable ways to assess your library’s relationship with patrons, local law enforcement, social workers, and other organizations. Hear how the Sacramento Public Library learned through crisis to address staff and community trauma and to build resilience through more compassionate and inclusive policies and practices.

**Presented by**: **Eric Lashley**, Library Director, and **Patrick Lloyd**, LMSW, Community Resources Coordinator, Georgetown Public Library (TX); and **Rivkah Sass**, Library Director and CEO, Sacramento Public Library (CA)

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| **What are your goals for viewing this webinar?** | |
| **Personal Goals** |  |
| **Team Goals** |  |
| **Who is a Vulnerable Patron?** | |
| Begin by considering your own, or your team’s, awareness of what might make a patron vulnerable in your community.   * People with low socioeconomic status * Older adults who lack substantive familial/social support * Anyone with ongoing physical or mental health challenges * People experiencing homelessness * Members of marginalized or oppressed populations including people of color, LGBTQ community, and victims of domestic violence/sexual assault * People who have experienced high numbers of ACEs ([Adverse Childhood Experiences](https://www.cdc.gov/violenceprevention/childabuseandneglect/acestudy/index.html)) and adult trauma | |
| **Prioritizing Your Library’s Protective Factors and Proactive Policies** | | |
| “Protective factors are characteristics associated with a lower likelihood of negative outcomes or that reduce a risk factor’s impact," while risk factors are "characteristics at the biological, psychological, family, community, or cultural level that precede and are associated with a higher likelihood of negative outcomes." <https://www.samhsa.gov/sites/default/files/20190718-samhsa-risk-protective-factors.pdf>  With a new lens of understanding for the potential risk and protective factors of your patrons, identify strategies, policy updates, and practices that can clarify the library’s role in providing the following. Reflect on which of these factors come naturally for you in your work at the library and note which are more challenging or difficult for you to address as an individual or team.   1. HVAC (warming and cooling centers) 2. Water 3. Safety 4. A place to “just be” 5. Healthy relationships 6. Social services and referrals 7. They have nowhere else to go 8. Information 9. Entertainment 10. Socialization 11. Group meetings 12. Internet access 13. Activities for children, youth, older adults 14. Other? | | |
| **Addressing Protective Factors with Partners** | | |
| Which of the following services or spaces exist in your community, that you know of? How might you learn about others you’re not yet aware of? Consider individuals or agencies to ask for more information to learn how they address vulnerable community members lacking protective factors.   * + Emergency shelters   + Welcoming public spaces (where else besides the library?)   + Job help centers   + Readily available mental health assistance   + Places for vulnerable people to connect with healthy, supportive socialization   + Other? | | |
| **Staff and Community Trauma and Resilience** | | |
| The Sacramento Public Library learned through crisis to address staff and community trauma and to build resilience through more compassionate and inclusive policies and practices. So that your library can prepared *before* something happens, consider/discuss the following ways you can prepare your staff and community for coping with crisis, in relation to:   1. Staff 2. Media 3. Public 4. Daily Operations 5. Partners 6. Safety 7. Policies | | |
| **Simplifying Code of Conduct** | | |
| Sacramento Public Library worked to simplify their [Rules of Conduct](https://www.saclibrary.org/About/Our-Governance/Policies/Rules-of-Conduct), clarifying and shortening so that it would fit on a bookmark. Consider how you can simplify your existing Rules of Conduct. | | |
| **Action Plan: (include some simple next steps, along with who, when, etc.)** | | |
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