



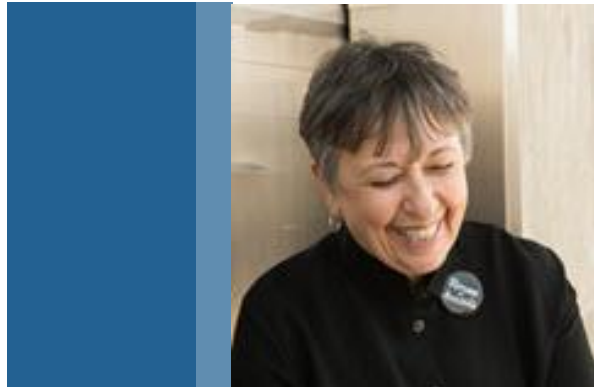
Eric Lashley

Library Director, Georgetown Public Library (TX)



Patrick Lloyd, LMSW

Community Resources Coordinator, Georgetown Public Library (TX)



Rivkah Sass

Library Director and CEO, Sacramento Public Library (CA)

Eric P. Lashley – Library Director, Georgetown Public Library

A More Welcoming Library



Photo: used with permission from Georgetown Public Library



Photo: used with permission from Georgetown Public Library



Photo: used with permission from Georgetown Public Library



Photo: used with permission from Georgetown Public Library



Photo: used with permission from Georgetown Public Library



Photo: used with permission from Georgetown Public Library



Photo: used with permission from Georgetown Public Library

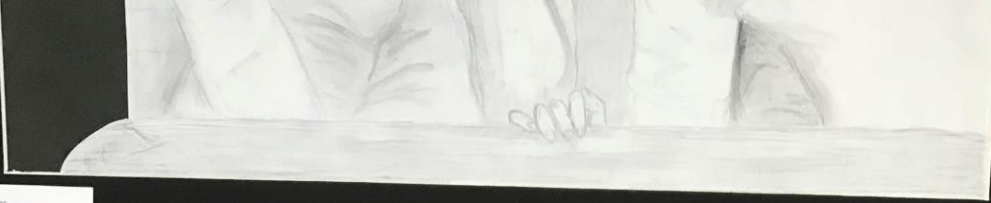


Vision: The Georgetown Public Library will be a catalyst for an enriched community.

Mission: The Georgetown Public Library engages, enlightens, and empowers the community.



Photo: used with permission from Georgetown Public Library



Positive People Positive Vibes
Raeann Alford
Graphite
East View High School



Xylophone as the Mascot's Mascot
Maddie Mann
Photo
GHS

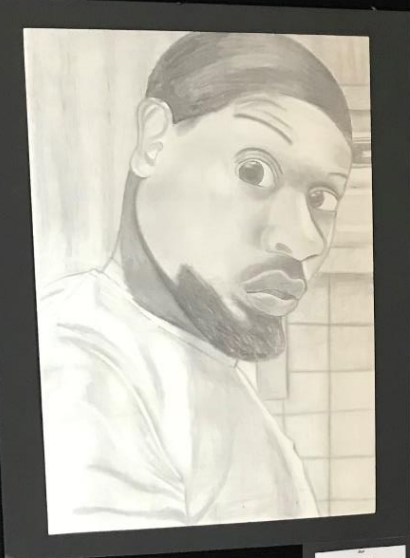
"Transparency"
Makenna Baylor
Oil on Canvas
East View High School



Photo: used with permission from Georgetown Public Library



Art
Title
Artist
Grade



Art
Title
Artist
Grade



Art
Title
Artist
Grade



Art
Title
Artist
Grade



Photo used with permission from Georgetown Public Library

Great Staff



Photo: used with permission from Georgetown Public Library



Photo: used with permission from Georgetown Public Library

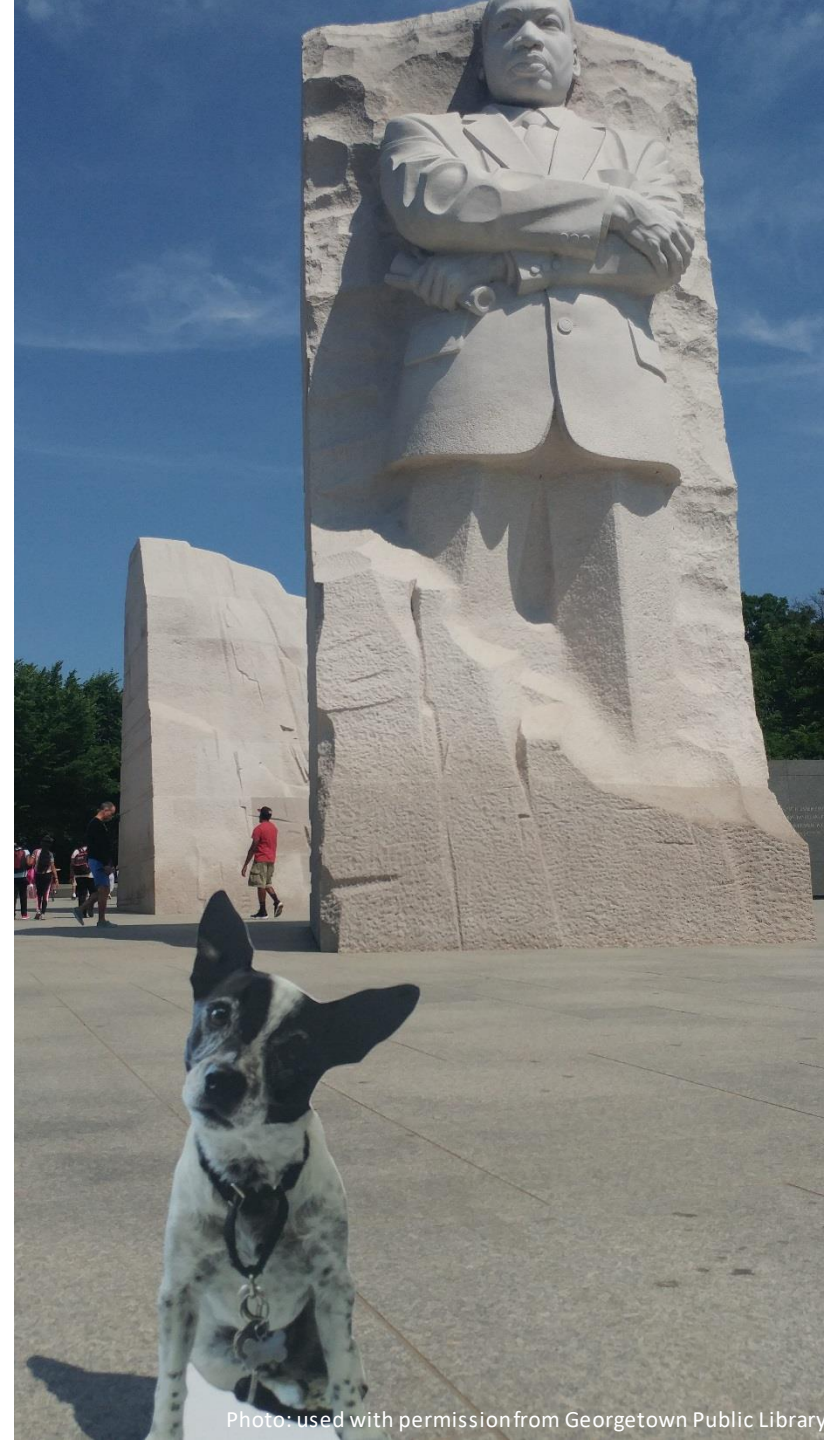


Photo: used with permission from Georgetown Public Library

Georgetown

PUBLIC LIBRARY

ENGAGE | ENLIGHTEN | EMPOWER



Photo: used with permission from Georgetown Public Library



The Public Library as Protective Factor

PATRICK LLOYD, LMSW

GEORGETOWN (TX) PUBLIC LIBRARY

Goals


- ▶ Define the phrases “vulnerable patron” and “protective factor”
- ▶ Understand and discuss the ways in which libraries function as protective factors for our most vulnerable patrons
- ▶ Understand why this **lens** is important for effective customer service in a public space



Photo by [Berkeley County Library System – BCLS](#) on Facebook



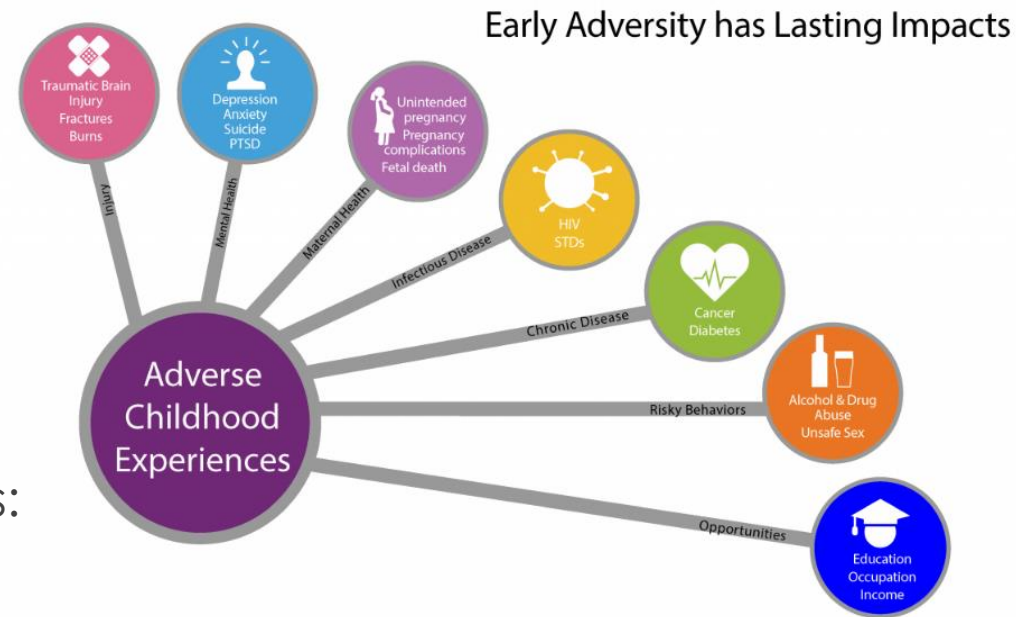
Photo by [WebJunction on Flickr](#) ([CC BY-NC-SA 2.0](#))




When you hear the
phrase
“vulnerable patron,”
who do you think of?

Who is a vulnerable patron?


- ▶ 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:
 - ▶ People of color
 - ▶ LGBTQ community
 - ▶ Victims of domestic violence/sexual assault
- ▶ **People who have experienced high numbers of ACEs and adult trauma**



<https://www.cdc.gov/violenceprevention/childabuseandneglect/acestudy/ace-graphics.html>




Vulnerable patrons are folks whose basic needs are not being met by the existing resources in our community.



There is evidence that
social isolation is
increasing.

Julianne Holt-Lunstad, The Potential Public Health Relevance of Social Isolation and Loneliness: Prevalence, Epidemiology, and Risk Factors, *Public Policy & Aging Report*, Volume 27, Issue 4, 2017, Pages 127–130, <https://doi.org/10.1093/ppar/prx030>



The majority of Americans
have experienced at
least one **trauma** in their
lives.

<https://www.integration.samhsa.gov/clinical-practice/trauma>

Why do people visit libraries?

- ▶ Information
- ▶ Entertainment
- ▶ Socialization
- ▶ Group meetings
- ▶ Internet access
- ▶ Activities for children, youth, older adults



Why do vulnerable people visit us?

- ▶ HVAC
- ▶ Water
- ▶ Safety
- ▶ A place to “just be”
- ▶ Healthy relationships
- ▶ Social services and referrals
- ▶ They have nowhere else to go
- ▶ Information
- ▶ Entertainment
- ▶ Socialization
- ▶ Group meetings
- ▶ Internet access
- ▶ Activities for children, youth, older adults

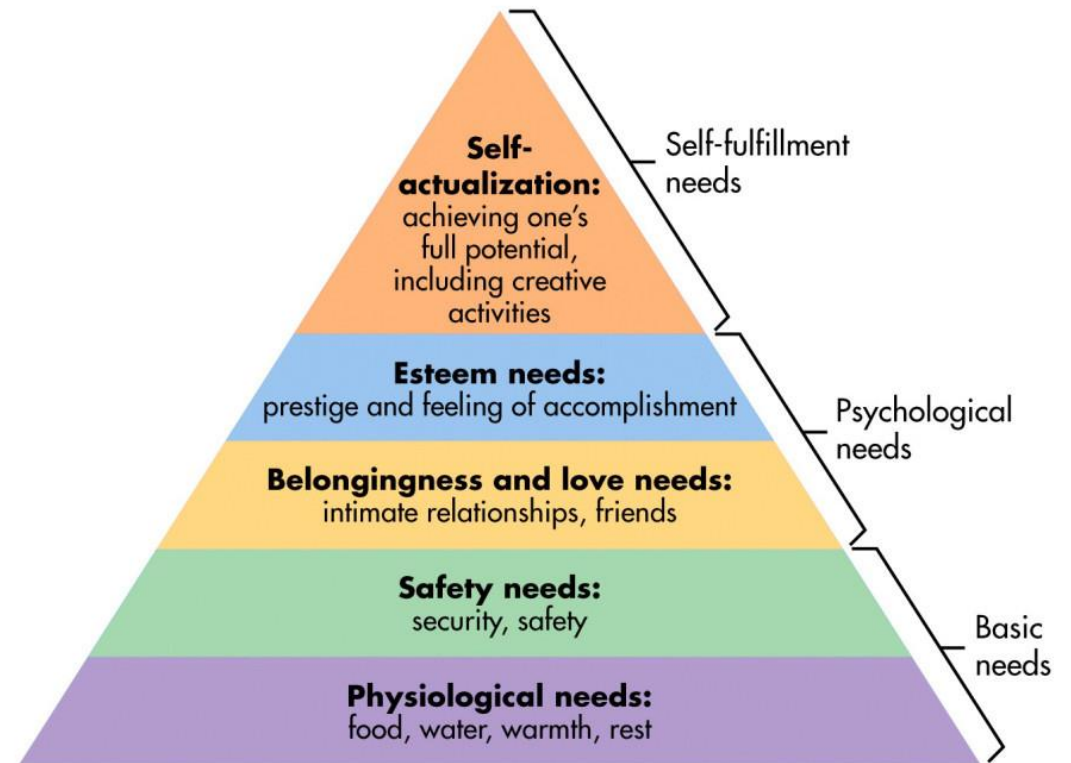
Protective factors

- ▶ “**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.”



The library as a protective factor

- ▶ **The library is a protective factor**, particularly for patrons that face significant, ongoing challenges.
- ▶ **My first goal in working with patrons is that they return to the library tomorrow.**



The library as a protective factor

- ▶ This concept is particularly important in smaller communities that may lack:
 - ▶ Emergency shelters
 - ▶ Multiple, welcoming public spaces
 - ▶ Job help centers
 - ▶ Readily available mental health assistance
 - ▶ Places for vulnerable people to connect with healthy, supportive socialization



Photo: used with permission from Georgetown Public Library




Libraries can be
life-changing for all patrons.

**For vulnerable people,
libraries can be life-saving.**

“But that’s not what
libraries are for!”







Libraries are about
people, not books.

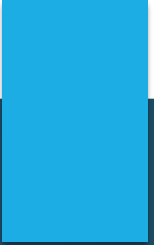


**Libraries are one of the
only places where the
entire community comes
together.**



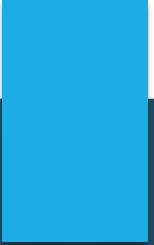
People trust libraries.

<https://www.pewresearch.org/fact-tank/2017/08/30/most-americans-especially-millennials-say-libraries-can-help-them-find-reliable-trustworthy-information>

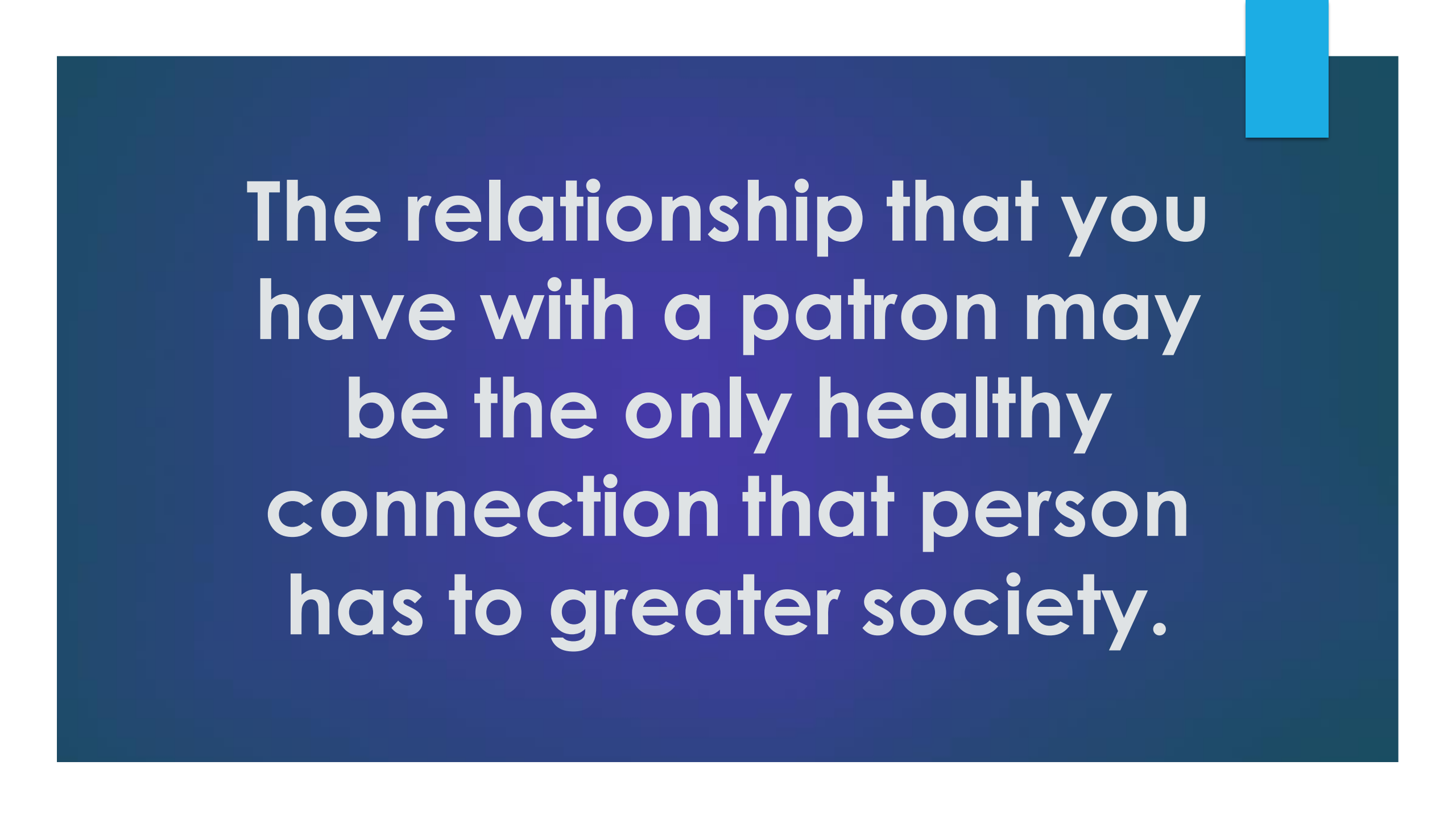


There is substantial
evidence that being
socially connected
significantly **reduces risk**
of premature death.

Julianne Holt-Lunstad, The Potential Public Health Relevance of Social Isolation and Loneliness: Prevalence, Epidemiology, and Risk Factors, *Public Policy & Aging Report*, Volume 27, Issue 4, 2017, Pages 127–130, <https://doi.org/10.1093/ppar/prx030>



Struggling patrons
often need **someone**
more than they
need **something**.



**The relationship that you
have with a patron may
be the only healthy
connection that person
has to greater society.**



It's not our job.

It's our responsibility.



patrick.lloyd@georgetown.org
512-819-3105

Restoring Balance When the Worst Happens

Rivkah K. Sass | Library Director & CEO

Sacramento Public Library



Amber Fawn Wooton-Clark
1977 -- 2018

December 11, 2018

- ▶ Shock
- ▶ Grief
- ▶ Fear
- ▶ Action
- ▶ Healing

Managing After a Crisis

- ▶ Communication
- ▶ Transparency – Sharing feelings of loss and grief
- ▶ Support
 - ▶ Counseling/EAP
 - ▶ Chaplains
 - ▶ Emotional support animals
 - ▶ Admin leave

Staff

- ▶ All staff meeting December 14
- ▶ 1993
- ▶ Amber Clark Memorial January 20
- ▶ Time to process
- ▶ Remember

The Media

- ▶ One Voice
- ▶ We controlled the story
- ▶ Partnership
- ▶ Good and Bad

The Public

- ▶ Our worries
- ▶ Their reactions

Daily Operations

- Making North Natomas not a scary place to be
- Showing up every day
- Supervisors and managers rotate in – staff too
- On-call and other help
- Plenty of time to heal
 - ✓ Counseling
 - ✓ Time off the desk
 - ✓ Understanding and acknowledging fear

Follow Up

- ▶ Safety
- ▶ Staff and Staffing
- ▶ Partner involvement
- ▶ Training

Lessons Learned

- ▶ Communication with Amber's family
- ▶ Understanding the grieving process
- ▶ If EAP doesn't work, do something else
- ▶ Chaplains!

Changes

- ▶ Safety Assessment
 - ▶ CPTED
 - ▶ Security Doors
 - ▶ Safety Plans
- ▶ Security Training
- ▶ Customer Care Team
- ▶ New Rules of Conduct

New Rules of Conduct

This is your library. We strive to create a community of kindness, belonging and safety. We respectfully ask that everyone:

- ▶ **Use spaces as intended**

- ▶ Sleeping, smoking, consuming alcohol, drug use are not permitted. Restrooms are intended for toilet and handwashing use only. Covered drinks and reasonable snacking are ok, but please enjoy meals outside.

- ▶ **Be considerate**

- ▶ Loud and unreasonable noise must be taken outside of the library.

- ▶ **Communicate with respect**

- ▶ Obscene, harassing, abusive language, gestures or behaviors are not allowed.

- ▶ **Act responsibility**

- ▶ Violating any law, ordinance or regulation is not allowed. We want our libraries to be a welcome for everyone. Those disrupting the intended use of the library will be asked to leave.

Amber's Legacy

Library Journal Mover & Shaker

AccessABILITY

Harwood Innovator

Teen Advocate

Superfest 2020

Mar 03, 2019 | Filed in [People](#)



AccessABILITY Advocate

Amber Clark was a rising star at the Sacramento Public Library (SPL) when Director Rivkah Sass nominated her as a Mover & Shaker in fall 2018. Clark was "one of those people whom you knew was strong and was going straight up" to library leadership, says Sass (the 2006 *LJ* Librarian of the Year). Tragically, Amber Clark was shot and killed on December 11 in the North Natomas branch library parking lot. Her killer, police say, was a man who had been banned from the library.

Her work, however, lives on.

Clark had been a disability advocate since childhood, having played an integral role in the care of her younger sister who has

IN MEMORIAM

Down syndrome, says her husband, Kelly Clark. The experience led her to a lifetime of passionate advocacy for people with disabilities, beginning as an undergraduate volunteer. Clark came to librarianship in 2014 after a six-year career teaching English and started as a teen librarian at SPL in 2015, becoming



PREVIOUS POSITION

Branch Manager, Sacramento Public Library, CA

DEGREE

MLIS, Texas Woman's University, Denton, 2014; MA, English, University of Central Oklahoma, Edmond, 2004

IN MEMORIAM

Rivkah K. Sass
rsass@saclibrary.org

