Social Work Students and Public Library Partnerships

Sarah C. Johnson, MLIS, LMSW
Assistant Professor
Social Sciences Librarian
Hunter College Libraries, CUNY
Outline

Where

Why

What: Assignments

Considerations

How

Resources
Opportunities

863 ACCREDITED PROGRAMS

60,000 STUDENTS IN FIELD

9,000 PUBLIC LIBRARIES

Sarah C. Johnson, April 29, 2020
Social Workers in the Library (SWITL)

Deborah Estreicher; Peter Allen Lee; Glenn Thomas; Cyndy Thomas

https://wholepersonlibrarianship.com/2013/05/05/a-brief-history-of-the-social-workers-in-the-library-program/
Social Worker in the Library

The Enoch Pratt Free Library, in partnership with the University of Maryland School of Social Work, is pleased to offer an innovative initiative that serves the community by providing access to social services in libraries.

Library Locations and Schedule:

- **Brooklyn Branch** - Tues & Thurs: 10am–6pm
- **Central Library** - Mon & Wed: 10am–6pm
- **Hamilton Branch** - Mon & Thurs: 11am–5pm, Sat: 1–3pm
- **Light Street Branch** - Mon & Wed: 10am–6pm
- **Pennsylvania Avenue Branch** - Mon–Wed: 10am–4pm, Tues: 1–6pm, Thurs: 10am–6pm
- **Southeast Anchor Library** - Mon & Wed: 10am–6pm
Social Workers in Small and Rural Libraries

We can help you find answers to questions about:

- Educational Opportunities
- Employment Assistance
- Emergency Services
- Family Matters
- Other Issues

Call us at 269.683.8545, ext. 111

Social Workers in Rural and Small Libraries (SWiRSL)

http://www.nileslibrary.com/social-services/
Edwardsville Public Library adds social work intern

Scott Marion, smarion@edwpub.net  Published 9:00 pm CST, Wednesday, February 5, 2020

Growing interest

- Local news
- Social media
- Conferences
- Workshops
- CE / Trainings
- Podcasts
- Professional groups
- Academic literature

Sarah C. Johnson, April 29, 2020
Something I can do a million times that's no big deal ... is difficult for some people. I can be that source of light and help them through the process.”

— Even Marcos-Gonzalez

As part of his graduate school social-work internship, Even Marcos-Gonzalez recently began facilitating a type 1 diabetes support group at the Amityville Public Library.

Libraries offering help with life
Carbondale library debuting social work intern

Stephanie Esters  Oct 16, 2015  🅰️ 0
The Library has a social work intern on Mondays and Tuesdays who can help you with referrals to: housing, food pantries, support groups, legal assistance, and so much more. wbab.suffolk.lib.ny.us/social-work-in.... Stop by to meet her or make an appointment by calling the Reference Desk.

Also, to our Outreach Librarian, Adrienne, and our rock star Social Work Intern, Even... what a great event! @SBU_SWAlumni, thank you for sending us such caring and hard-working interns. Want to see more from our 2020 Wellness Fair? Keep your 👀 on our Facebook page.
Social Work Interns at Small and Medium Sized Public Libraries

Presented by the Jacksonville Public Library in Jacksonville, IL

Chris Ashmore: Library Director
Sarah Snyder: Assistant Library Director

https://www.placonference.org/programs.cfm
Last month the @CSocialWorkEd had their annual conference in Denver, Colorado, and there were four sessions on social workers in public libraries! AMAZING!

@ALA_PLA @UrbanLibCouncil @colintdwyer @CarolynCannu @mindfulinlis @corinnej123 cswe.org/getattachment/...
Social Work Interest Group
“We want to meet them where they’re at. They’re at the library...”

Cody McSellers-McCray

INNOVATIVE  COST EFFECTIVE  LOW RISK
"We are a small library and can't afford to take on a staff social worker at this time," said Shaker. "By working with the Loyola University's School of Social Work as an internship site, we are able to get some of the assistance we need as well as provide a great learning opportunity to two future social workers without exhausting our budget or limiting other services to patrons."

Forest Park Public Library Partners with Loyola University School of Social Work on Internship Program
ALA Core Values

- Diversity
- The Public Good
- Professionalism
- Service
- Social Responsibility
- Confidentiality/Privacy
- Access

NASW Code of Ethics

- Social Diversity & Cultural Diversity
- Dignity and Worth of People
- Social Welfare
- Integrity
- Service
- Human Relationships
- Privacy and Confidentiality
- Social Justice; Social and Political Action

How:

Student assignments

1. Needs assessments
2. Staff training
3. Outreach

Social Services Needs Assessment

The following survey is to further explore patron needs of Elmhurst in this survey you are aware of the following: ALL INFORMATION
Phase I – Identifying the Gap

Patron Survey:

- Consisted of 23 questions using a Likert Scale (1-5) and included an open-ended question to identify Patron service needs

- Interviews were administered by the students in English/Spanish and generally were no more than ten minutes in length

- As an incentive, Target gift cards ($5) were presented in exchange for participation
Table 2. Psychosocial needs by housing status.

<table>
<thead>
<tr>
<th>Variable</th>
<th>Total</th>
<th>Housed</th>
<th>Unhoused</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n = 1250</td>
<td>n = 1037</td>
<td>n = 213</td>
</tr>
<tr>
<td>Childcare</td>
<td>51 (4.1%)</td>
<td>42 (4.0%)</td>
<td>10 (4.7%)</td>
</tr>
<tr>
<td>Clothing</td>
<td>154 (12.3%)</td>
<td>93 (9.0%)</td>
<td>61 (28.6%)</td>
</tr>
<tr>
<td>Computer help</td>
<td>155 (12.4%)</td>
<td>116 (11.2%)</td>
<td>39 (18.3%)</td>
</tr>
<tr>
<td>Computer/internet access</td>
<td>253 (20.2%)</td>
<td>218 (21.0%)</td>
<td>35 (16.4%)</td>
</tr>
<tr>
<td>Dental</td>
<td>164 (13.1%)</td>
<td>124 (12.0%)</td>
<td>40 (18.8%)</td>
</tr>
<tr>
<td>Disability</td>
<td>66 (5.3%)</td>
<td>41 (4.0%)</td>
<td>25 (11.7%)</td>
</tr>
<tr>
<td>Education</td>
<td>134 (10.7%)</td>
<td>104 (10.0%)</td>
<td>30 (14.1%)</td>
</tr>
<tr>
<td>Employment</td>
<td>299 (23.9%)</td>
<td>218 (21.0%)</td>
<td>81 (38.0%)</td>
</tr>
<tr>
<td>ESL</td>
<td>13 (2.9%)</td>
<td>7 (.7%)</td>
<td>6 (2.8%)</td>
</tr>
<tr>
<td>Financial</td>
<td>298 (23.8%)</td>
<td>225 (21.7%)</td>
<td>73 (34.3%)</td>
</tr>
<tr>
<td>Food</td>
<td>138 (11.0%)</td>
<td>90 (8.7%)</td>
<td>48 (22.5%)</td>
</tr>
</tbody>
</table>

A needs assessment conducted in 2008 with the help of social work graduate students, polled library patrons about social service concerns and needs.
<table>
<thead>
<tr>
<th>Identified need</th>
<th>Frequency/percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial</td>
<td>103 (53.9)</td>
</tr>
<tr>
<td>Mental health</td>
<td>96 (50.3)</td>
</tr>
<tr>
<td>Housing</td>
<td>84 (44.0)</td>
</tr>
<tr>
<td>Substance abuse</td>
<td>60 (31.4)</td>
</tr>
<tr>
<td>Medical or health-related</td>
<td>46 (24.1)</td>
</tr>
<tr>
<td>Employment-related</td>
<td>37 (19.4)</td>
</tr>
</tbody>
</table>

Library staff survey

2. Staff training

“Having library staff informed about trauma, so they can make the library as trusted, welcoming and supportive a place as possible, plus having social work students who can help connect people with services they need throughout the community, will be a novel and powerful combination.”

-UGA School of Social Work Dean Anna Scheyett

Toward a Trauma-Informed Model

Learn to ask “What happened?”—not “What’s wrong?”

By Anne Ford | June 3, 2019

Intent on finding a safe place to spend the day, the elderly woman trudged into the public library, burdened with several bags of precious possessions. She was immediately greeted by the sight of a library worker thrusting out a hand and snapping, “No, you can’t bring those things in here.”

“She said she felt like she was being struck,” explait Caroline Sharkey, A licensed clinical social worker (LCSW) on the faculty of the University of Georgia School of Social Work. Students Olivia Ricketts (left), Simone Moonsummy (center), and Lydia Hall from the University of Georgia School of Social Work provide trauma-informed services and training at Athens-Clarke County (Ga.) Library.
3. Outreach

https://www.monmouth.edu/magazine/a-cut-above-the-rest/
Macro
- Grant proposals
- Write policy briefs
- Program evaluation

Mezzo
- Community partnerships
- Coffee & Connections
- Tabling

Micro
- Referrals
- Tech assistance
The Kansas City Public Library invites Library customers experiencing homelessness and customers interested in social issues to join Library staff for COFFEE, SNACKS, and CONVERSATION on topics related to social inclusion with a focus on issues we all have in common.
This year, MSW students Katelyn Sonido and Tamara Boeckman (pictured right) are interning in two city libraries where they work with librarians to address a variety of unmet informational and social service needs for patrons, many of whom are experiencing homelessness. Each Sunday, Boeckman and Sonido staff a resource table (pictured below) in the welcoming entrance of the Loussac Library.
Social Workers In The Library
Monday, May 4, 2020  Add to Calendar
6:00PM – 8:00PM
King Library

Description

Advice, Information, Referral.

Call or stop by to sign up for a FREE, 20 minute consultation by calling (408) 808-2350.

Topics Covered:

- Education
- Emergency Services
- Crisis Support
- Employment
- Family Matters
- Immigration
- Mental & Physical Health and Insurance
- Support Groups for Men, Women, and Teens
- And much more!

Suitable for: Adults, ages 18+
Type:
Community Resources & Support Groups
Language: English

Additional Details:
3rd Floor, Room 390

Sponsored by: NASW and SJSU School of Social Work
SOCIAL WORK INTERN AVAILABLE TO PUBLIC FOR THE FOLLOWING SERVICES:

- Use a public computer to search and apply for employment or social service benefits
- Use a public computer to access financial documents or other vital information
- Provide resources and support for individuals to advocate for themselves in matters of employment, housing and personal safety
- Provide referrals to social service agencies
- Assist individuals with scheduling social service appointments
- Confidentially talk with individuals to provide emotional support
Have questions about community resources? You can meet with Sandra, a social work intern from Rutgers University, who can connect you with a wide variety of services. She has hours in the Library Lounge on Tuesdays and Thursdays (from 4:00 pm to 8:00 pm).
Login or create your account to track and view your purchases.

Social Work Open House

📅 November 9, 2018, 3:00pm - 5:00pm
📍 Bridgman Public Library
🌈 Educational, Family Friendly, Fitness & Health, Free

Social Workers in Rural and Small Libraries (SWiRSL) is a grant funded partnership between 7 libraries in the region. The goal is to connect patrons with information about services in their community and to develop collaborative relationships with local service agencies. Licensed social workers or social work interns from area universities will be available on a regular schedule to provide face to face assistance and referrals.
JACKSONVILLE PUBLIC LIBRARY

SOCIAL WORK INTERN AVAILABLE TO PUBLIC FOR FOLLOWING SERVICES

(STARTING TUESDAY, JANUARY 21):

• Use a public computer to search and apply for employment or social service benefits
• Use a public computer to access financial documents or other vital information
• Provide resources and support for individuals to advocate for themselves in matters of employment, housing and personal safety
• Provide referrals to social service agencies
• Assist individuals with scheduling social service appointments
• Confidentially talk with individuals to provide emotional support

MONDAYS: 9 A.M. - 5 P.M.
WHO IS THE CRC AND THEIR TEAM?

Rebecca Barker, MSW, Community resource Coordinator, (907) 343-2911 or rebecca.barker@anchorageak.gov

HOW CAN THEY HELP?

Talk to them about how to find:

- Counseling
- Food Pantries
- Treatment
- Family Services
- Clothing
- Job Training
- Mental Health Services
- Public Assistance
- Housing

*Housing
Remote Social Work Help From Our Intern: Employment, Social Services, Advocacy or Emotional Support

Email: megan.evans@student.mac.edu
Paige is still available to remotely assist patrons with support services, such as housing, mental health, family, employment, and more.
Social Services COVID-19 Update

If you or someone you know is experiencing a mental health emergency please dial 911.

Elmhurst Public Library has set up a temporary Social Services phone number during the library’s closure, available Monday through Friday from 9 p.m. – 4 p.m. A voicemail will pick up calls outside of these hours. All calls will be returned as soon as possible.

- Phone: 331-642-0814
- Email: Tracey.Orick@elmlib.org

For housing or food insecurity, please click on the links below as most agencies are still operating, however some are on a modified schedule.

Please take care of yourselves and loved ones and be well!
Virtual Social Work Appointments

Email socialworkintern@fppl.org to schedule a session.

https://www.fppl.org/2020/04/01/virtualsocialwork/

Baldwin Library NY
@BaldwinLibNY

Join our Social Work Intern Molly on @zoom_us to discuss Dealing with the Covid-19 Emotions and Uncertainty on Monday, March 30th from 5:00 – 6:00 PM.

More information: tinyurl.com/tvu62k8

10:08 AM · Mar 28, 2020 · Twitter Web App

https://twitter.com/BaldwinLibNY/status/1243902720169345025
Student Considerations

Disposition

Type of work

Tracks/focus: Generalist, community organizing; policy

MSW or BSW

The senior teamed up with Milan Puskar Health Right, a free healthcare clinic for West Virginia residents who are low-income uninsured or underinsured, to offer social services at the downtown branch of the Morgantown Public Library.

“We're really excited to have Déja with us to navigate this new initiative,” said Caitlin Sussman, a social worker at Milan Puskar Health Right and Fleury’s placement adviser. “The library director and I were looking for a special person, and she has absolutely lived up to that standard. She makes me a proud social work teacher.”

The clinical placement with the Morgantown Public Library and Health Right is new for spring 2020. The School of Social Work sought an undergraduate student who could conduct a needs assessment and offer a social work presence in the library.
Social Work and Diversity

About Us

Long Branch Free Public Library is dedicated to providing its community with the resources and support it needs to flourish. As part of our endless community support, we have in place a professional Social Worker who works within our Library.

Social Worker Bio

What We Do

The Social Work office at the Long Branch Free Public Library has a mission to help both the community as a whole and individuals of the community. Our goals are to provide resources, expand awareness

https://www.longbranchlib.org/social-work-and-diversity
Challenges

https://apnews.com/ae0e76071cbc49bd844163bf7617cc8a
Supervision

Ample and suitable work

Tracking & efficacy

Legal restrictions

Buy in

Managing expectations

Physical space/privacy

Sarah C. Johnson, April 29, 2020
Social-work intern goes beyond books

Samantha McDaniel-Ogletree, smcdaniel@myjournalcourier.com  Published 4:27 am CDT, Monday, September 16, 2019

- Community resources

**Filling out applications for**

- Housing
- Medicaid
- SCAT (Suffolk County Accessible Transportation)
- SNAP (Supplemental Nutrition Assistance Program)
- Supplemental Security Income
- Social Security Disability

*Please note: these appointments are not therapy sessions. A social work intern does not have direct access to organizations (housing, Medicaid). They are a resource to help you reach your goals.*
How

- Initiate contact
- Ask questions
- Highlight similar goals and values
- Build relationships with local agencies
- Professional connections

Sarah C. Johnson, April 29, 2020
A Note from the Librarian’s Desk

By: Stacy Brody, ML Student; John Arthur, Director of the Metuchen Public Library; Kaitlin Montague, Librarian at Monmouth County Libraries

This article focuses on partnerships between libraries and social workers. In many ways, we share the same missions, and we often the same clientele. Because the public library is viewed as a trusted source for information and because the public library is often used as a day shelter, it is a natural place for people to seek the expertise of a social worker.

Our professions are not glamorous. As librarians and social workers, we rarely see our names in lights. Our paychecks could use a bit of padding to provide skills, tools, and information to empower individuals to thrive in the world outside.

Our shared commitment to service and the complementary ways in which we connect individuals to resources pave the way for partnerships between professions. As librarians, we welcome all people into our libraries. However, there are some patrons whose needs go beyond the services we deliver at our reference desks. We understand the importance of a good referral, directing patrons to the appropriate source.

Somerset County reached out to the Rutgers School of Social Work to initiate the collaboration. Interns earn credits for the 22-30 hours in which they work at the libraries.

Somerville Library Rutgers MSW intern, Josue Hidalgo, has been interning with the system since he was placed with the library in November 2017. Already, he has helped patrons apply for housing, created immigration clinics, offered financial literacy training, and earned the trust of patrons in need of help.
For #AmeriCorpsWeek we're highlighting @AmeriCorpsVISTA members serving here at the Library. Danielle is a Community Resource Coordinator working w/ community members experiencing life challenges like homelessness, & is a Master of Social Work practicum student @ParkUniversity.

AMERICORPS VISTA ALLOWS INDIVIDUALS TO SERVE THE NATION'S MOST VULNERABLE POPULATIONS WHILE LEARNING MANY PROFESSIONAL DEVELOPMENT SKILLS.

9:01 AM · Mar 11, 2020 · Hootsuite Inc.
Successful partnerships = growth
What is the CRC?

The Anchorage Public Library Community Resource Coordinator (CRC) is a grant-funded pilot project that provides outreach, information and assistance services for all patrons at the Loussac and Mountain View libraries, especially those experiencing vulnerabilities. A collaboration between the Anchorage Health Department and the Anchorage Public Library, the project began in September 2018 and will run through December 2020.

The CRC connects library patrons with available community resources through direct outreach and innovative programs, community events, and collaborations with community partners. The CRC is supported by the UAA School of Social Work and coordinates with the Municipality of Anchorage Mobile Intervention Team (MIT) and the Anchorage Coalition to End Homelessness. The CRC also works with Library staff and security to identify and engage with vulnerable library patrons.
Conclusion

Carbondale Public Library Wishes farewell to Social work interns Joy and Shyendra

https://www.facebook.com/TheCarbondalePublicLibrary/photos/pcb.2441735252503801/2441731819170811/
References


Sarah C. Johnson, April 29, 2020
Sarah C. Johnson
sjo0034@hunter.cuny.edu
www.swlibraryinterns.com
@corinnej123    #swlibraryintern
Additional examples and resources
Please see handouts for full references
N.C. A&T Students Take Social Work to Libraries Through Joint Program

By Jackie Torok / 12/31/2019 College of Health and Human Sciences
Social Work Intern Starts Office Hours At Elmhurst Library

Having a social service specialist available on-site to both staff and patrons adds another facet to the resources available to the town.

By Andrea Earnest, Patch Staff
Aug 24, 2018 10:09 am CT
Long Beach Public Library pilots social work internship program

To better meet the needs of patrons of the Long Beach Public Library (LBPL) who may be experiencing homelessness, mental illness or have substance use challenges, LBPL is partnering with the Department of Health and Human Services to explore models of integrating social work into its existing services.

The library is now offering drop-in sessions with social work interns from Loyola University School of Social Work. Find out more here: ow.ly/deTN30nOe1Y
Chat with our Social Work Intern

Duration varies • Free

Please welcome our new Social Work Intern, Nicole.
Stop by to chat, ask about other services she may help you with, or sign up for an appointment at the Reference Desk.
Schedule:
Monday 10:30am - 3:30pm
Wednesday 9am - 1pm
Thursday: 10:30am - 3:30pm
Saturday by appointment

QUESTIONS? EMAIL:
CATHY@JOHNSONLIB.ORG
PH: 201.343.4169 X22 | WEB:
WWW.JOHNSONLIB.ORG
SOCIAL WORK INTERN
Through May 2020
A social work intern from Stony Brook University will be here to assist patrons with important social services and provide referrals to: housing, unemployment help, food pantries, shelters, mental health facilities, care coordination, support groups, and finding legal assistance. Patrons will also be able to get help filling out forms and applications for various social services. Please call the Library for more information.
Sign up to talk to our social work intern today!

YOU TALK SHE LISTENS

Wednesday 5-9pm
Thursday & Friday 10-4pm
Desk located in Periodicals Dept.

We're here to help!

https://twitter.com/HRG_Media/status/96052299553964032
Tonight @ 6:30 pm—Social Work Intern. The Library offers a free service to patrons through the Social Work Intern Program at the Stony Brook University School of Social Welfare. Patrons will receive one-on-one assistance completing forms/applications, referrals and more.

4:05 PM · Dec 13, 2018 · Twitter Web Client
Carbondale Public Library announces new set of social work interns
#MeetTheTeam - Amanda Landayan, Outreach MSW Practicum Student, has been at the Library since August 2017. As a social work student, Amanda has been incorporating social work values into her work with both patrons and staff. Read more: bit.ly/2HaIKrn
Enoch Pratt Free Library patron Kendra Owens, left, and Kimberly Street, MSW, LMSW, LPN, faculty clinical instructor at the University of Maryland School of Social Work, chat at the Herring Run library branch. Street oversees social work interns in the Social Worker in the Library program.
#Womenshistorymonth is a great time to meet the women of the Library. Artemis Golzar is a social work intern from Loyola's School of Social Work. She's inspired by our teen space the Loft. "It's a special place for teens to be both safe and independent."
Social work interns address homelessness:

Forest Park Library is the first to partner with Loyola School of Social Work

Tuesday, February 5th, 2019 1:15 PM
CareerSource SOUTH FLORIDA

Rutgers Social Worker Provides Assistance at Somerville Library

By TAPINTO STAFF  
January 28, 2018 at 5:00 PM

https://www.tapinto.net/towns/somerville/articles/rutgers-social-worker-provides-assistance-at-some
SC&I Collaboration Enables the East Brunswick Public Library to Become a Field Site for a Rutgers Master of Social Work Student

July 3, 2018
Aim

Equip librarians

Strengthen outreach

Needs assessments