



Libraries and Eviction: Continuing the Conversation

December 8, 2021

Moderators



Brooke Doyle
WebJunction
Project Coordinator,
OCLC



Betha Gutsche
WebJunction
Program Manager,
OCLC

Special Guests



Kristin Wong
Consumer Financial
Protection Bureau



Deb Hamilton
Pikes Peak Library District



Madeline Youngren
Legal Services Corporation



Catherine Duarte
City of Colorado Springs



Beth Hill
Kansas City Public Library



Ranya Ahmed
Legal Services Corporation

Agenda

- Overview
- Effective Community Partnerships around Evictions:
 - Beth Hill, Kansas City Public Library
 - Catherine Duarte, City of Colorado Springs
- Open Q&A – Prevention, Tenants' Rights, Legal Reference – Eviction, Marketing & Advocacy
- Wrap Up

Housing insecurity remains a critical challenge

- An **estimated 7 million tenant households** are behind on their rent.
- Black and Hispanic families are **twice as likely** to report being behind on their housing payments than white families.
- After eviction:
 - More difficult to find housing, apply for credit, borrow money
 - Mental and physical health diminish

Role of libraries

- People feel comfortable walking into a library
- Libraries typically have more patron-friendly hours
- Legal Reference Interview
- Finding basic information on forms and processes
- Referrals
- Providing access to technology and information literacy instruction



Image from Microsoft PowerPoint for Office 365.

WebJunction's Eviction Resources

Eviction Resources for Libraries

WebJunction / 12 November 2021

Housing insecurity is widespread, in part due to pandemic impacts of months of unemployment and related financial issues. The civil legal process of eviction is complex, confusing to renters and landlords alike. Those experiencing eviction can have difficulty finding safe and decent housing options; become separated from families, jobs, and schools; and face poor health outcomes ([Cost of Eviction Summary Report](#)). The effects of eviction can be far-reaching and long-lasting.

Libraries are well positioned to provide access to legal information—particularly helpful during the early phases of the eviction process. By leveraging their reference skills and partnering with law libraries and legal aid services, library staff can help patrons understand their options and navigate legal services. As part of the [Improving Access to Civil Legal Justice](#) initiative, OCLC's WebJunction is partnering with the Legal Services Corporation to collect these resources that focus on strengthening library staff's ability to respond to eviction questions with confidence.

Courses: Creating Pathways to Civil Legal Justice

If legal reference is new to you, WebJunction offers a series of four self-paced courses that will strengthen your knowledge and ability to help identify when there is a civil legal issue at play and how to direct library users to relevant, helpful information and services. These courses, developed as part of the Access to Civil Legal Justice initiative, are foundational for providing reference on eviction issues.



Enroll now

Upcoming Events

November 18 webinar: [Understanding Eviction and How Libraries Can Help](#)

Join this webinar to understand the current state of the eviction crisis, recognize the basic stages of the process, and discuss options for preventing evictions through rental assistance. With presenters [Kristin Wong](#), Financial Analyst, Consumer Financial Protection Bureau and Rent Content Lead, Federal Housing Help Portal; and [Deb Hamilton](#), Strategic Services Librarian, Pikes Peak Library District (CO).

Key Resources

[Five Phases of Eviction](#)

While the details of the eviction process are determined by state, county or local laws, the general phases of eviction are consistent. This document provides an excellent overview, with particular attention to the earlier phases when eviction is more preventable. For background information on the eviction process in the courts, see LSC briefs: [A Common Story: The Eviction Process in Shelby County, TN](#) and [On the Brink of Eviction: Trends in Filings under State and Federal Moratoria](#).

[Glossary of Eviction Terms](#)

The Glossary of Eviction Terms defines key terms in the eviction process in plain English.

[CFPB Resources: Helping Patrons with Rental Assistance](#)

This job aid on CFPB resources is for library staff assisting patrons (both renters and landlords) who are inquiring about or applying for rental assistance through the federal Emergency Rental Assistance (ERA) program.

Finding Local Information

Housing and Eviction Resources

These national organizations provide search tools to identify local resources related to housing and eviction.

[CFPB \(Consumer Financial Protection Bureau\): Find rental assistance programs in your area](#)

Search for the state, county, and/or tribe program(s) that applies to the renter's or landlord's community.

[HUD \(U.S. Department of Housing and Urban Development\)](#)

[Housing Counselors](#)

Call the interactive voice system or search for a local housing counseling agency to get free or low-cost advice on buying a home, renting, default, foreclosure avoidance, credit issues or reverse mortgages.

[Rental Assistance](#)

Find rental assistance in your state.

[Just Shelter](#)

Provides a search tool by state to locate community agencies that are working to preserve affordable housing, prevent eviction, and reduce family homelessness.

If you cannot find any program in your area, call 2-1-1 or your local housing authority for assistance.



Housing Help for Special Populations

[USA.gov Housing Help](#)

Find housing resources targeted to certain audience groups including seniors and Native Americans.

[VA Assistance to Help Avoid Eviction](#)

Special focus on support for veterans struggling to pay rent, utilities, or other housing costs; Also find Free Legal Clinics near you on the [VA Office of General Counsel's website](#).

Legal Assistance

[LawHelp.org](#)

Find free legal aid programs by state; most state legal aid agencies will have resources addressing housing and eviction

[American Bar Association](#)

City and state search tools to find free legal aid or lawyer referrals. Contact the self-help office or the clerk at your local court; some will have navigator programs or a referral desk and will likely welcome the library's assistance in getting accurate evictions information into people's hands.

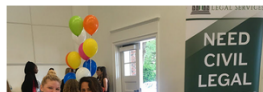
Eviction and Moratoria Statistics

[Legal Services Corporation \(LSC\) Eviction Tracker](#)

Provides access to multi-year trend data on evictions filings and related information for 900 counties in 22 states across the United States. Use the [LSC Eviction Tracker Job Aide](#) to explore trends in your area.

[Eviction Lab Tracker](#)

Tracks weekly eviction filing data since March 2020 for 6 states and 31 cities



oc.lc/eviction-resources

Phases of Eviction

Overview of the Formal Legal Eviction Process*



* The legal process of eviction varies greatly by location; this exhibit provides an overview of the key stages of the process.

<https://www.webjunction.org/news/webjunction/five-phases-of-eviction.html>

The Importance of Prevention

- Connecting patrons to ERAP is very helpful
- Once an eviction is filed it generally moves quickly through the courts
- Providing information on laws and rights can help prevent evictions
- Providing access to legal assistance is key



Image from Microsoft PowerPoint for Office 365.

Beth Hill - Sr. Community Resource Specialist



THE KANSAS CITY
PUBLIC LIBRARY

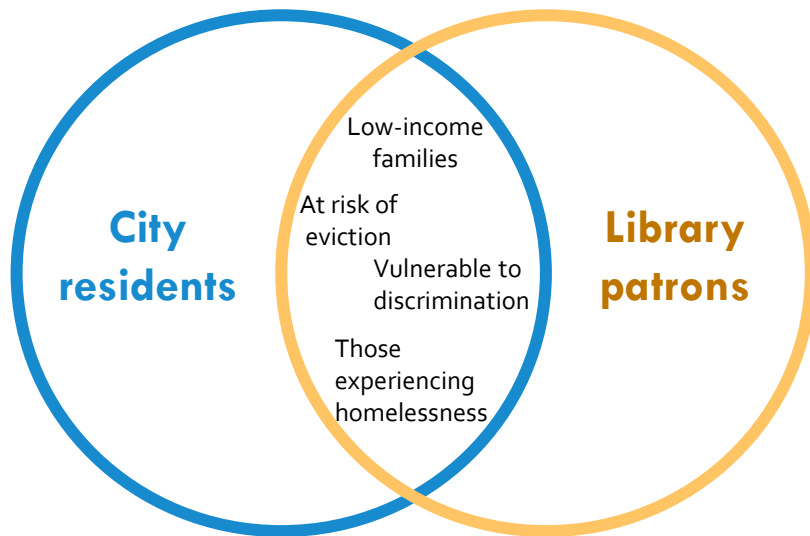
Catherine Duarte - Senior Analyst



Most jurisdictions have a department (or person!) who handles housing and block grants.

COS Community Development Division's mission: create strong, sustainable, inclusive communities and quality affordable homes for all people in Colorado Springs.

Finding a Shared Mission + Audience



Questions to ask

- Where do your community's HUD funds go?
- How are they awarded?
- How do people find out about these resources?



Using Traditional City-Library Relationships to Prevent Eviction

Space

- Meeting rooms for City public hearings and listening sessions
- Meeting rooms for Renter Rights workshops
- Make City plan drafts available for public review

Forums

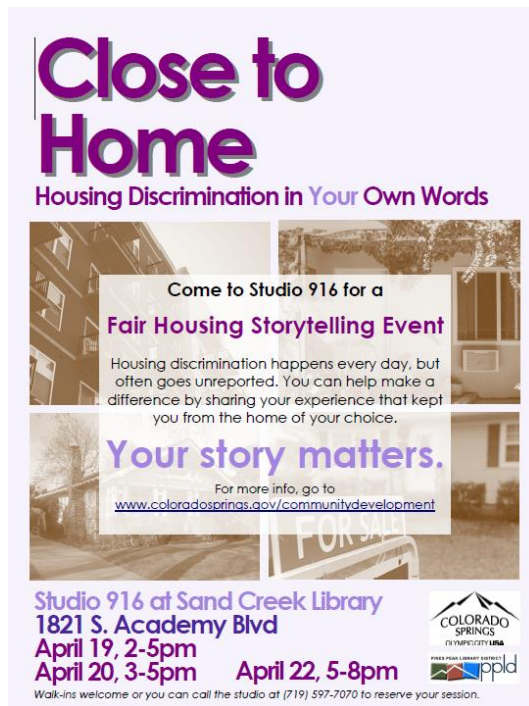
- Host virtual and in-person community conversations about evictions

Collections

- April is Fair Housing month! Creative displays!
- Develop housing and community development collection
- Collect digital resources from local service providers



Finding New City-Library Relationships to Prevent Eviction



Close to Home
Housing Discrimination in Your Own Words

Come to Studio 916 for a
Fair Housing Storytelling Event

Housing discrimination happens every day, but often goes unreported. You can help make a difference by sharing your experience that kept you from the home of your choice.

Your story matters.

For more info, go to
www.coloradosprings.gov/communitydevelopment

Studio 916 at Sand Creek Library
1821 S. Academy Blvd
April 19, 2-5pm
April 20, 3-5pm April 22, 5-8pm

Walk-ins welcome or you can call the studio at (719) 597-7070 to reserve your session.

COLORADO SPRINGS
COMMUNITY DEVELOPMENT
PUEBLO PUEBLO LIBRARY DISTRICT
ppld

Co-Leadership

- Board membership of local continuums of care (CoCs)
- Board membership of local nonprofits
- Volunteer with local initiatives, planning projects, etc.

Storytelling

- Use maker spaces, galleries, studios to spread awareness



Thank you to our Partners!



Final thoughts

- WebJunction courses: oc.lc/civil-legal-course
- [Libraries and Eviction: Further Questions and Answers](#)

Free session on January 12, 12:00 Pacific / 3:00 Eastern

- Eviction Resource page: oc.lc/eviction-resources

Thank you!



Kristin Wong
kristin.wong@cfpb.gov



Deb Hamilton
DHamilton@ppld.org



Madeline Youngren
youngrenm@lsc.gov



Catherine Duarte
Catherine.Duarte@coloradosprings.gov



Beth Hill
bethhill@kclibrary.org



Ranya Ahmed
ahmedr@lsc.gov