**Social Work Approaches to Library Services**

<https://www.webjunction.org/events/webjunction/social-work-approaches-to-library-services.html>

Join this webinar to explore the concept of "Whole Person Librarianship" and to learn how a range of social work approaches can be applied to improve library services. We’ll invite you to look at all aspects of your library through a social service lens, including policies, spaces, community partnerships, and programming. Additionally, we will discuss the amazing benefits and possibilities that exist when libraries collaborate with social workers who can bring expertise and capacity to the community through the library. You will leave knowing how to conduct a community needs assessment and how to identify resources and social services you can provide through your library. You’ll explore new ideas and goals to incorporate within your strategic plan, and gain the confidence necessary to advocate for whole person services at your library.

Presented by: **Ashley Stewart**, MSW, Library Director, Caseyville Public Library District (IL)

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| **What are your goals for viewing this webinar?** |
| **Personal Goals** |  |
| **Team Goals** |  |
| **Libraries as Anchor Institutions** |
| “Anchor Institutions are place-based, mission-driven entities such as hospitals, universities, and government agencies that leverage their economic power alongside their human and intellectual resources to improve the long-term health and social welfare of their communities.” - University of California San Francisco, Anchor Institution InitiativeConsider, reflect and/or discuss how your library serves as an anchor institution for your community.  Are you seen by other organizations and entities as an anchor institution? Why or why not? How does the library’s mission overlap with those of other anchor institutions in your community? How does a more holistic approach to community needs, by the anchor institutions that strive to meet these needs, help improve the overall health and wellness of the community? |

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| **Staff Care, Self Care** |
| “Having the emotional wherewithal and the professional and personal resilience to serve our patrons requires consistent & organized plans for self-care.” (Tolley, R. (2020) A Trauma-Informed Approach to Library Services, ALA Editions)As we’ve learned from the airlines, it’s critical to put on your own oxygen mask before caring for others. In learning more about the types of trauma, trauma responses, and the impacts of trauma, we can be better prepared, and supported, to care for others. Consider these ways your library can more deliberately and holistically include staff learning and support needs in your strategies, to ensure the health and wellbeing of your team. Check those you feel your library does well and circle those you’d like to see done better:* Staff meetings and frequent check-ins to ensure support is felt
* Staff training on relevant topics, and time set aside just for learning
* Staff-centered HR policies
* Praise board and notes
* Opportunities to connect around health and wellness
* Follow Guiding Principles of Safety, shared in the webinar (physical safety, psychological safety of patrons, psychological safety of library workers, social safety, and moral safety)

Learn more: Explore ideas for expanding core self-care practices to encompass connections with work colleagues and more broadly with community members in the WebJunction webinar, [Taking Care of Self, Staff, and Community](https://www.webjunction.org/events/webjunction/taking-care-of-self-staff-and-community.html). |
| **Reviewing Policies with a Social Work Lens** |
| Review your library’s policies with a social work lens and include considerations for how they can be updated to be more trauma-informed and to take into consideration the lived experiences of your patrons. How can the library become more of a safe and welcoming space, especially for those struggling to meet basic social service needs? Explore the factors that might inform, not only updates to your library’s policies, but also your community needs assessment efforts. Does certain patron behavior reflect a need that can be filled with changes or additions to services or programming? * Sleeping in the Library
* Adaptive Furniture
* Food & Drink
* Bathroom Policies
* Time Limits for Patrons
* Bags | Personal Items
* Conduct | Behavior
* Pets
* Other
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| **Social Workers and Community Connections** |
| Are there social services organizations in your community you could connect with to better serve patron needs? 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? List those agencies and contacts you could connect with, including non-profits, government agencies and educators. 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).1.
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| **Action Plan: (include next steps, who, when, etc.)** |

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