Social Work Approaches to Library Services

Presented By: Ashley Stewart, MSW
Library Director | Caseyville Public Library District
Hello!

Name: Ashley Stewart, MSW
CPLD Library Director
PLA Social Work Task Force
Township Trustee
Midwest PBIS Coach

Caseyville Public Library District
Service Population: 4,772
FY22 Budget: $209,000
Library Staff: 2 F/T, 3 P/T, 1 Co-Op
Size of Library: 3,000 sq.ft.
Areas of Focus

- Libraries are Anchoring Institutions
- Library Staff as Healers
- Trauma Informed Approach
  - Staff, Policies, Space, Services
- Community Needs Assessments
- Materials, Programs, & Partnerships
- Social Workers in Libraries
- References & Resources
- Q & A
Anchor Institutions

What is an “anchor institution”?

“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 Initiative
Libraries are Anchoring Institutions

“Local governments around the world are exploring different strategies to become smarter: more efficient, sustainable, and highly interconnected. However, many actors outside government need to be involved too. For instance, public libraries have the potential to play a very important role in the development of smart and connected communities, due to their strong legitimacy in the eyes of citizens and the types of services and programs they are already providing, which in many cases go well beyond what could be considered traditional library services.”

- Public Libraries as Anchor Institutions in Smart Communities: Current Practices and Future Development, 2019
“Community wellbeing is a combination of social, economic, environmental, cultural, and political conditions identified by individuals and their communities as essential for them to flourish and fulfill their potential.”

Community wellbeing in an unwell world: trends, challenges, and possibilities, Wiseman and Brasher, 2008: 358
BECAUSE LIBRARIES INSPIRE UNDERSTANDING AND COMMUNITY HEALING
The concept of libraries has being a healing space and librarians being healers has existed since the First Century A.D.
Considered to be the oldest known library motto in the world, ψῡχῆς ἰατρείον, is translated: "the house of healing for the soul".

First Century A.D. - Galen, a philosopher and physician, maintained a medical library

1272 - The Koran was prescribed reading at a hospital in Cairo as medical treatment

1800’s - “Reading was one of the most important methods of psychotherapy second only to outdoor exercise in its curative powers” (Malin, E. (1971), “Toward a Role for Libraries in Bibliotherapy”)

1900’s - Literature being used in hospitals and psychiatric institutions

1914-1918 - “During World War I, the Library War Service stationed librarians in military hospitals, where they dispensed books to patients and developed the emerging ‘science’ of bibliotherapy with hospital physicians.” (Mahoney, Mary M. (2017). “From Library War Service to Science: Bibliotherapy in World War I”)

1916 - the term Bibliotherapy was created

1920’s - Hospital Libraries were established

1930 - the topic of Bibliotherapy was discussed at a Public Health Conference

1966 - Association of Hospital and Institution Libraries, a division of the American Library Association, issued a working definition of bibliotherapy in recognition of its growing influence.

Images obtained from a blog post by Mary Mahoney, doctoral candidate in the Department of History at the University of Connecticut.
Trauma Informed Approach
Types of Trauma
(not a comprehensive list)

- Injury or Illness
- Bullying
- Neglect
- Threats
- Loss & Grief
- Stalking
- Natural Disaster
- Pandemic
- Isolation
- Financial Hardship
- Divorce | Separation
- Spiritual Abuse
- Intimidation
- Emotional Abuse
- Property Violence
- Mental Health
- Physical Abuse
- Accidents
Trauma Responses

**Flight**
- Workaholic
- Over-Thinker
- Anxiety, Panic, OCD
- Difficulty Sitting Still
- Perfectionist

**Fight**
- Anger Outburst
- Controlling
- “The Bully”
- Narcissistic
- Explosive Behavior

**Freeze**
- Difficulty Making Decisions
- Stuck
- Dissociation
- Isolating

**Fawn**
- People Pleaser
- Lack of Identity
- No Boundaries
- Overwhelmed
- Codependent
Being able to feel safe with other people is probably the single most important aspect of mental health; safe connections are fundamental to meaningful and satisfying lives.

Bessel Van der Kolk
Trauma-Informed Care

Library workers are affected by trauma, either directly or indirectly - such as: health pandemics, natural disasters, terrorist events, political tensions, rioting and protesting, etc. Many times we help our patrons when they’ve been recently traumatized or victimized.

Likewise, primary traumas can and will occur in library workers’ personal lives. We have to be mindful of patrons and staff members bringing those experiences into the organization. “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)
3, 5, & 5 of Trauma-Informed Care

3 Pillars
Safety, Connection, Emotional Management

5 Senses
Sight, Smell, Touch, Sound, Taste

5 Guiding Principles of Safety
- Physical Safety
- Psychological Safety of Patrons
- Psychological Safety of Library Workers
- Social Safety
- Moral Safety
Wellness is the act of practicing healthy habits on a daily basis to attain better physical and mental health outcomes, so that instead of just surviving, you’re thriving.

**8 Dimensions of Wellness**

- Emotional
- Spiritual
- Intellectual
- Physical
- Environmental
- Financial
- Occupational
- Social

Image: University of Tennessee Knoxville
The most important asset of any library goes home at night - the library staff.

– TIMOTHY HEALY –

If you look after your staff, they’ll look after your customers. It’s that simple.

Richard Branson
Staff Wellness

Incorporate each Dimensions of Wellness in the Workplace
- Policies
- Training
- Environment
- Access to Resources
- Activities

Email Newsletters:
NIH, NIMH, NAMI, Mental Health America, Calm App, Happiful, Thrive, Planet Mindful

Bring Calm to your workplace

Image: Calm for Business
Staff Training
- First Aid | CPR | AED
- Mental Health First Aid
- Crisis Prevention Intervention (CPI)
- Mandated Reporter
- Diversity, Equity, & Inclusion
- Sensory Inclusion
- Harassment Prevention

Staff Meetings & Staff Check-Ins

HR Policies
- Dress Attire
- Bereavement
  - Partners
  - Pets
- Floating Holidays
- Longer Lunch Periods
- More Break Periods
- Gender Neutral Pronouns
- Therapeutics
- Background Checks
- Hours | Shifts
- Expectations | Workloads
Staff Resources

Images: Caseyville Public Library District
Images: Caseyville Public Library District

Happy Trans Day of Visibility from your Caseyville Librarians! You are safe with us! Libraries are for everyone!
Praise Boards & Notes

Institute Days, Lunch, Breaks, Graduations, Anniversaries

(celebrate the little things!)

Image: Caseyville Public Library District
The Spoon Theory Metaphor

Each spoon represents the physical | mental energy it takes to complete a task.

This is a self-pacing strategy to understand your limitations and creating realistic expectations for yourself.

If you only had 12 spoons per day, how would you use them? Take away 1 spoon if you didn’t sleep well last night, forgot to take your meds, or skipped a meal. Take away 4 spoons if you have a cold.

The Spoon Theory was written by Christine Miserando, which you can check out on her website www.butyoudontlooksick.com.
Patron Policies & Procedures

- Food & Drink
- Sleeping in the Library
- Pets
- Time Limits for Patrons
- Adaptive Furniture
- Conduct | Behavior
- Bags & Personal Belongings
- Bathroom Policies

Images: Caseyville Public Library District
Involve Key Stakeholders in Policy Making

“A natural component should be to involve those whom the policies would affect most. Stakeholders should come from all aspects of your library’s user community, including young and old, newbies and experts, and users with and without disabilities. Invite stakeholders to participate in brainstorming and decision making:

- Board members
- Library staff
- Library patrons
- Library legal counsel
- Representatives from other community offices
- Special donors
- Local parents
- Local organizations

ASCLA Tip Sheets

“The Association of Specialized and Cooperative Library Agencies (ASCLA) Tip Sheets explain what librarians, administrators, and trustees need to know about disabilities in libraries and policies in the areas of:

- Assistive Technology
- Autism Spectrum Disorders
- Children with Disabilities
- Developmental Disabilities
- Learning Disabilities
- Management
- Mental Illness
- Multiple Disabilities
- Physical Disabilities
- Service Animals
- Staff
- Vision
- Volunteers with Disabilities

Library Building Certifications

- Register as a Safe Place

- Safe Place is a national youth outreach and prevention program for young people under the age of 18 (up to 21 years of age in some communities) in need of immediate help and safety. As a collaborative community prevention initiative, Safe Place designates businesses and organizations as Safe Place locations, making help readily available to youth in communities across the country.

- Sensory Inclusive Certification:
  - 50% of staff trained
  - 5 bags, weighted lap pad, 4 types of signage sent
  - Social story development
The Library as a Safe Space
Features in an Inclusive|Safe Space

- Comfortable Seating
- Refreshments & Snacks
- Polite & Welcoming Staff
- WiFi | Computers | Phones
- School Supplies

- Hygiene Kits
- Menstrual Products
- Diapers

Images: Caseyville Public Library District
Before we can determine what programs, services, and materials we provide - we have to know what our patrons NEED.
Community Needs Assessments

“The goal of a needs assessment is to help you better understand the community and the role the library can play in best serving the needs of its patrons.”


“It identifies the strengths and resources available in the community. The assessment focuses on the capabilities of the community, including its citizens, agencies, and organizations.”

Child Welfare Information Gateway, childwelfare.gov
Areas of Focus | Consideration

- Population
- Income
- Community Attractiveness
- Cultural & Civic Systems
- Housing
- Commerce & Industry
- Transportation
- Law Enforcement
- Education
- Government Types
- Religion | Faith | Spirituality
- Health
- Social Services
- Environment
Where to Collect Data

- Census | Demographics
- School Reports & Stats
  - Ex: Illinois Report Card
- Local Governments
- Town Meetings
- County Reports
- Focus Groups
  Ex: St. Clair County Community Health Improvement Plan
- Social Service Reports
- Civic Organizations
- Interviews with Stakeholders
- Surveys (Internal & External)
- Hospitals & Health Centers
  - Health Needs Assessments
    Ex: Memorial Health BJC Memorial Hospitals
Maslow’s Hierarchy of Needs

Self-actualization
desire to become the most that one can be

Esteem
respect, self-esteem, status, recognition, strength, freedom

Love and belonging
friendship, intimacy, family, sense of connection

Safety needs
personal security, employment, resources, health, property

Physiological needs
air, water, food, shelter, sleep, clothing, reproduction

Image: SimplyPsychology.org
Bronfenbrenner's Ecological Systems Theory

Image: SimplyPsychology.org
Asset Mapping

“Asset mapping provides information about the strengths and resources of a community and can help uncover solutions. Once community strengths and resources are inventoried and depicted in a map, you can more easily think about how to build on these assets to address community needs.”

Sources: healthpolicy.ucla.edu/programs/health-data/trainings/Documents/tw_cba20.pdf
Community & Asset Mapping by Stephen Abram
Materials, Programs, & Partnerships
Library Collection & Materials

- Representation in your Library Collection
- Displays
- Packets
- Kits
- Resources
- Special Collections
- Newsletters
- Library Blog
- Website Pages

Images: Caseyville Public Library District
Kits

- Social Emotional Learning (SEL)
  - Grief & Loss
  - Separation | Divorce
  - Addiction
  - Wellness
    - Mindfulness
    - Meditation | Yoga
    - Breathing Exercises
  - Sensory Backpack
  - Time-In Toolkit

- Memory Care
- Job Seekers
- Citizenship Toolkit | Immigrants
“Taking on a social work perspective on human behavior support the purpose of a relationship-based reference collection and draws staff together into a common approach. Being proactive and not reactive with patrons - that is taking the time and effort to foster empathy and humility in order to be prepared to manage challenging situations. Staff members who have a toolkit for understanding the different ways people move through the world are more welcoming to the community and also are more resilient and less likely to burnout from work related stress.”

CPLD SEED LIBRARY

GROW WITH US

TAKE UP TO FIVE SEED PACKS

START YOUR OWN GARDEN

CANT FIND WHAT YOU'RE LOOKING FOR?

ASK YOUR LIBRARIANS FOR MORE SEED TYPES

GROW YOUR OWN FOOD

SEEDS DONATED BY RURAL KING COLLINSVILLE

Images: Caseyville Public Library District
Diaper Depot
at Caseyville Library

Diaper Depot Locations

- Albers Village Hall (Clinton County)
- Breese Sheriff's office (Clinton County)
- Belleville Public Library
- Caseyville Public Library
- Fairview Heights Public Library
- O'Fallon Public Library
- St. Clair County Health Dept (WIC)
- Scott AFB Squadron First Sergeants (military only)

We are here to help you, your family, and your little ones stay clean & healthy.

Diapers from Diaper Depots are free of charge and no questions asked.
Resources

- Emergency Hotlines
- Pantries | Soup Kitchens
- Shelters
- Housing Assistance
- Mental Health
- Medical
- Child & Family
- Seniors
- Veterans
- Pet Resources
- Transportation
Programs

- Supply Drives
- Awareness Events
- Themed Storytimes
- Support Groups
- Comfort Dogs
- Meditation & Yoga
- Curbside Services
- Homebound Delivery
- Health Literacy
- Health & Resource Fairs
- Workshops
- Bilingual Options | Translation Services
- Sensory Inclusive
ATTENTION SENIORS!

Join Collinsville Faith in Action (CFIA) at Caseyville Public Library

2nd Thursday of each month from 1:00 p.m. - 3:00 p.m.

Ask questions about:
- Medicare Counseling
- Discounted License Plate Tags
- Free Public Transportation
- "Aging Well" topics

Schedule an appointment with Pat Bivens at the Library or call: 618-344-7788
Organize Panels

VIRTUAL HANGOUT
TEEN TALK
SPECIAL SESSION
A CONVERSATION ON RACE:
MODERATED PANEL DISCUSSION

THE PANELISTS:

ASHLEY STEWART
LIBRARY DIRECTOR
CASEVILLE PUBLIC LIBRARY

JAMES GURLEY
TEACHING ASSISTANT & COACH
COLLINSVILLE HIGH SCHOOL

STEVE EVANS
POLICE CHIEF
COLLINSVILLE POLICE DEPT

DR. MARK SKERTICH
SUPERINTENDENT
COLLINSVILLE SCHOOL DIST.

ORGANIZED BY:

CASEVILLE PUBLIC LIBRARY DISTRICT
Open Minds, Open Minds.
Partnerships

- Social Service Organizations
- School District
- Private Schools | Homeschools
- Civic Organizations
  - Ex: Rotary, Kiwanis, Lions
- Religious | Spiritual | Wellness
- Parks & Rec
- Police | Fire | EMT
- Public Health
- Summer Camps
- Universities & Colleges
- National Organizations
  - Ex: Red Cross, United Way

Images: Caseyville Public Library District
Support Underrepresented Communities

“the right of every individual to both seek and receive information from all points of view without restriction."
Challenges | Bans | Protests

- Take Time to Meet with Local Officials
  - Mayor, Police Chief, Library Board, Legislators
- Review Local Ordinances about Protesting
- Create Standard Responses for Staff
- Review Your Library’s Social Media Policies
- Provide Mental Health Breaks for Staff
  - Meals, Time Off, More Breaks, etc.
- Develop Alliances
  - Metro East Pride, GSA Clubs, TransParent, Open and Affirming Churches, PFLAG, Metro Trans Umbrella
- Support Neighboring Libraries During Their Events
  - Attend Their Board Meetings
  - Email | Letters | Cards, Gifts, etc.

Challenges | Bans | Protests (con’t)

Challenge Response Form
- Include cost estimates of time, manpower, materials, etc. when responding to Book Challenges
- Consider publicizing challenges and response to challenges (including them on the library’s website)

Create a Challenge Review Committee
- Involve students, community members, parents, community partners, teachers/professors, etc.

Recommended Training from ILA
“What Should I Know About Book Bans in the US and Illinois Right Now” by Kelly Jensen - Editor, Book Riot
Stay Strong  
Stand Up for Inclusion

“Inclusion is a mindset, an attitude and a belief which is embracing the fact that everyone has value to add. Inclusion is building a community that is accessible to everyone. Inclusion means adapting the environment to make everyone feel welcome. Inclusion is finding each individual’s strengths and intentionally planning for their success in the group. Inclusion fosters belonging.”

- LinkedIn article “What is inclusion and why it matters now more than ever?”

Image by Elissa Malespina

<table>
<thead>
<tr>
<th>UNDERSTANDING INCLUSION</th>
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<tr>
<td><strong>EQUALITY</strong> is that everyone gets the same book.</td>
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<tr>
<td><strong>DIVERSITY</strong> is that everyone gets different types of books.</td>
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<tr>
<td><strong>EQUITY</strong> is that everyone gets the book that is right for them.</td>
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<tr>
<td><strong>ACCEPTANCE</strong> is understanding that everyone reads different types of books.</td>
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<td><strong>BELONGING</strong> is reading any book you want without fear of being judged.</td>
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<td><strong>JUSTICE</strong> is fighting to make sure everyone has access to books.</td>
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Social Workers in Libraries
ALÀ’s Core Values

- Access
- Confidentiality | Privacy
- Democracy
- Diversity
- Education & Lifelong Learning
- Intellectual Freedom
- The Public Good
- Preservation
- Professionalism
- Service
- Social Responsibility
- Sustainability

NASW’s Core Values

- Service
- Social Justice
- Dignity & Worth of the Person
- Importance of Human Relationships
- Integrity
- Competence

National Association of Social Workers
Timeline

2009 - First social worker employed at San Francisco Public Library
2012 - Whole Person Librarianship was founded by Sara Zettervall
2017 - American Library Association added a fourth strategic direction: Equity, Diversity, and Inclusion
2018 - PLA developed the Social Worker Task Force
2019 - Over 36 libraries have social workers on staff
2022 - 93 partnerships and counting! Libraries around the globe now have social workers available.

A map was created to search all of the locations
Make it Happen for Your Library

- Collaborate with a School of Social Work
  - Council on Social Work Education (CSWE) requires internship/practicum hours that students must complete to graduate
    - 400 hours minimum for BSW level
    - 900 hours minimum for MSW level
    - Students must be supervised by someone that holds a MSW degree and/or a LCSW.
      - (Avg cost for supervision is $2,000-$2,500 per student)

- Hire a Social Worker

- Partner w/a Local Social Service or Mental Health Organization
Funding Options

- Existing Library Positions
- Create Position with Current Budget
- Library Foundations | Friends Groups
- Grants
- Corporate Sponsorships
- IGA with Other Government Agencies
  - Ex: County Health Departments, Public Libraries, School Districts, Townships, etc.
Let’s Collaborate!

Some of the many benefits of the collaboration of services:
- Libraries are...
  - A safe space
  - First point of contact
  - Freedom to meet people where they are
  - A fellow public entity
  - A site for social service cross-pollination

Social Work Services

- Work Directly with Patrons
  - Apply for Government Programs and Assistance, Job Applications and Resumes, Referrals to Community Resources and Agencies
- Assist with Library Materials
  - Social-Emotional Books, Resources, Displays, Kits, etc.
- Homebound Delivery | Outreach Events
- Organize Groups at Library
  - Support, Grief, Recovery, Teen, Youth, etc.
- Coordinate Workshops and Trainings for Patrons & Staff
- Social-Emotional Support for Library Staff
- Organize Supply Drives
- Contribute to Library Blog, Newsletters, Press Releases
Advocacy in Action
Advocate as an Anchoring Institution

- Take Time to Learn About Your Community & Schools
  - Library Statistics | Community Statistics
  - Community Needs Assessments | Asset Mapping
  - Surveys | Feedback Forms
- Attend School Board Meetings & Local Government Meetings
- Join a Local Club (Rotary, Lions, Kiwanis, Chamber, etc.)
- Participate on a Local or Statewide Committee or Task Force
- Stay Informed with Legislative Updates and Initiatives
- Become a Trustee | Council Member
- Grant Opportunities & Community Projects
Multi-System Approach

Assess current collection (purchase newer | relevant materials if needed)

Brochures | Flyers for local violence prevention centers and shelters

Schedule a class | seminar about healthy relationships.

Train staff to prepare crisis situations

Offer hygiene products, diapers, bus passes, etc. (library as a safe space)

Form | Host a support group or advertise local support groups

Book | Resource display during month of October

Feature topic and materials in library blog post or newsletter

Connect with local agencies and service providers.

Be mindful of triggers for staff members.
Send Cards | Volunteer | Make Time & Space

Images: Caseyville Public Library District
H.R.8822 - To direct the Secretary of Education to carry out a grant program to support the placement of students and licensed professional social workers in public libraries, and for other purposes.

117th Congress (2021-2022) | Get alerts

**Sponsor:** Rep. Garcia, Sylvia R. [D-TX-29] (Introduced 09/14/2022)

**Committees:** House - Education and Labor

**Latest Action:** House - 09/14/2022 Referred to the House Committee on Education and Labor. (All Actions)

**Tracker:** Introduced → Passed House → Passed Senate → To President → Became Law
Community unites around new Superior Township library with a human book chain

OCTOBER 14, 2022

We were proud to put supporter donations to work on helping the Ypsilanti District Library with their November 2018 levy which allowed them to build this new library in Superior Township.

https://www.everylibrary.org/
BECAUSE THE EXPERT IN THE LIBRARY IS YOU.
Websites | Articles | Videos

- Whole Person Librarianship - founded by Sara Zetterval
- Social Work Students & Public Libraries - created by Sarah C. Johnson
- ALA’s Social Work Interest Group
- PLA’s Social Worker Task Force
- Social Workers in Public Libraries - Public Libraries Online
- Library Social Worker - Orange County Public Library
- Library Social Worker Helps Homeless Seeking Refuge - PBS Newshour
Websites | Articles | Videos (con’t)


- “Your Local Library May Have A New Offering In Stock: A Resident Social Worker” by Colin Drwyer, NPR

- “Social Workers and Librarians— A Case for Why We are BFFs” by Amy Schofield, Community Outreach Manager, Richland Library, Intersections Blog, ALA

- “A Social Worker Walks into a Library” by Terra Dankowski, American Libraries, 2018
Additional Resources

- Network of the National Library of Medicine (NNLM)
- Let’s Move in Libraries - Noah Lenstra | UNC Greensboro
- Workplace Mental Health Toolkit - by Mental Health America
- NAMI Newsletter & Blog
- Calm for Business
- Ryan Dowd, Chief Empathy Officer - HomelessLibrary.com
  - Newsletters, trainings and more
Additional Resources (con’t)

- Reimagining the Public Library to Reconnect the Community by Shamichael Hallman | TEDx

- The Library Is Not A Place, It’s A Concept by Bill Ptacek | TEDx

- The Library Is Not A Collection Of Books by Charlie Bennett | TEDx Talks

- Growing Your Library’s Role: Creating A Community Garden with Impact by Programming Librarian

- Public Libraries & Healthy Communities by RAILS & NNLM
Q & A

(Please Complete the Survey | Feedback Form!)
THANKS!

Follow!

THANKS!