Whole-Person Librarianship: Social Services in Public Libraries

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, 2 P/T, 1 Co-Op
Size of Library: 3,000 sq.ft.
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

“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

Healing takes place inside the library and with the support of the library staff.
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 ἰατρεῖον, 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

Images obtained from a blog post by Mary Mahoney, doctoral candidate in the Department of History at the University of Connecticut.
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

Types of Trauma:
- Natural disaster
- Sexual abuse
- Serious injury or illness
- Exposure to a toxic substance
- Physical abuse
- Verbally belittled
- Bullying
- Neglect
- Divorce
- Mental illness
- Threats
- Loss of a loved one
- Passive aggressive abuse
- Stalking
- Separation from a parent
- Narcissistic family
- Child abuse
- Intimidation
- Emotional abuse
- Property violence
- Forced isolation
- Financial Hardship
- Spiritual abuse
(Not a comprehensive list)

Trauma Responses

Flight:
- Workaholic
- Over-thinker
- Anxiety, panic, OCD
- Difficulty sitting still
- Perfectionist

Fight:
- Anger outburst
- Controlling
- "The bully"
- Narcissistic
- Explosive behaviour

Freeze:
- Difficulty making decisions
- Stuck
- Dissociation
- Isolating

Fawn:
- People pleaser
- Lack of identity
- No boundaries
- Overwhelmed
- Codependent
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
The Spoon Theory Metaphor

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

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

The Spoon Theory is a creative way to explain how healthy or family what it’s like living with a chronic illness. Dysautonomia patients often have limited energy, represented by spoons. Doing too much in one day can leave you short on spoons the next day.

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 Miserandino, which you can check out on her website www.bodyoutofbedsicks.com.
Staff Training
- First Aid | CPR | AED
- Mental Health First Aid
- Crisis Prevention Intervention (CPI)
- Mandated Reporter
- Diversity, Equity, & Inclusion
- Sensory Inclusion
- Harassment Prevention

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

Staff Meetings & Staff Check-Ins
Staff Resources

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

PRAISE BOARDs & Notes

Institute Days, Lunch, Breaks, Anniversaries (celebrate the little things!)
“Relationships are the New Reference Collection”

“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.”


Library Policies

“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

Involving 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
- Representatives from other community offices
- Library legal counsel”


Policies & Procedures

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

- 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

---

**What do you think of when you hear “Safe Space”?**

---

31

32
Features in a Safe Space

- Hygiene Kits
- Menstrual Products
- Diapers
- Supplies
- Comfortable Seating
- Refreshments & Snacks
- Polite & Welcoming Staff
- WiFi | Computers | Phones
- Charging Station
Features in a Safe Space (con’t)

Community Needs Assessments & Asset Mapping
**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 or Consideration**

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

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

Community wellbeing is greater than the sum of the individual wellbeing of all the people living in an area

But what is that extra ‘something’ that makes community wellbeing?

We can understand community wellbeing as a ‘middle-scale’ measure of wellbeing that sits between individual and national wellbeing.

Individual wellbeing

What is it?
How we subjectively feel about our life, and objectively whether our human needs are being met.

How can we measure it?
Objective data, such as education level and employment status. Subjective data, like life satisfaction and anxiety levels.

Community wellbeing

What is it?
Includes (and impacts) individual wellbeing, but is more than just aggregating individual wellbeing in an area.

How can we measure it?
Individual assessments of community scale factors; group data collection; individual stories or case studies of community institutions; group discussions; local media; social media; local policy documents; local cultural fora.

National wellbeing

What is it?
Includes (and impacts) individual and community wellbeing, and covers some national-level indicators not captured at local or individual scale.

How can we measure it?
Data from the Office for National Statistics, national indices, international benchmarks.
### Maslow’s Hierarchy of Needs

<table>
<thead>
<tr>
<th>Need categories</th>
<th>Need examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-actualization needs</td>
<td>Self-fulfillment; Growth; Unity Understanding; Beauty; Morality; Transcendence; Exploration; Play</td>
</tr>
<tr>
<td>Esteem needs</td>
<td>Positive self-evaluation; Dignity; Achievement; Mastery; Competence; Independence; Reputation; Prestige</td>
</tr>
<tr>
<td>Social needs</td>
<td>Giving and receiving affection; Intimacy; Friendship; Tenderness; Affiliation; Love; Belongingness</td>
</tr>
<tr>
<td>Safety needs</td>
<td>Security; Stability; Predictability; Protection; Freedom from fear; Structure; Order; Law; Limits</td>
</tr>
<tr>
<td>Physiological needs</td>
<td>Nutrition; Water; Air; Sleep; Shelter; Clothing (temperature control); Reproduction</td>
</tr>
</tbody>
</table>

### Spheres of Influence

- **Individual**
  - Family
  - Peers
  - Health services
  - Church
- **Microsystem**
  - School
  - Health services
  - Local politics
- **Mesosystem**
  - Social services
  - Industry
- **Ekosystem**
  - Social media
- **Macrosystem**
  - Attitudes and ideologies of the culture

**Spheres of Influence**
**Asset Mapping**

- Asset mapping is a systematic process of cataloging key services, benefits, and resources within the community, such as individuals' skill sets, organizational resources, physical space, institutions, associations, and elements of the local economy.

“Community asset mapping is a strength-based approach to community development.

- The goal of asset mapping is to document a community’s existing resources, incorporating these strengths into community development work.
- Approaching individuals and communities from an asset-based mentality empowers them to recognize their own strengths and capacities.”
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

Materials, Programs, & Partnerships
**Materials**

- Special Collections
- Displays
- Packets
- Kits
- Resources
- Newsletters
- Library Blog
- Website Pages

**Displays**
**KITS**

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

**RESOURCES**

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

**COMMUNITY RESOURCE GUIDE**

- Contact Us
  - Phone: (608) 545-5648
  - Email: info@casseyvillelibrary.org

**UPDATED: JANUARY 2022**

**HELPLINES**

- 2-1-1 Community Resources Helpline
- 4-1-1 Local Directory Assistance
- 5-1-1 National Traffic & Road Closure
- 7-1-1 Telecommunications Relay Services
- 8-1-1 Call Before You Dig
- 9-1-1 Emergency

**EMERGENCY SHELTERS**

- American Red Cross: 608-397-4000
- Good Samaritan House: 608-336-7155

**DOMESTIC VIOLENCE**

- National Domestic Violence Hotline: (877) 782-7827

**FOOD PANTRIES & SOUP KITCHENS**

- Holy Name of Jesus Community Center
- St. Mary’s Food Pantry
- Catholic Charities of Madison County

**HOUSING ASSISTANCE**

- Housing Authority: 608-345-5453
- St. Clair County: 608-277-8280
- Madison County: 608-277-4690

**PRODUCED BY:**

CASEVILLE PUBLIC LIBRARY DISTRICT

**DISCLAIMER:**

This list of resources was compiled by the CASEVILLE PUBLIC LIBRARY DISTRICT. This list of resources is being provided as a convenience, and the information furnished is not intended to be all inclusive. This organization or any agency associated with the CASEVILLE PUBLIC LIBRARY DISTRICT does not warrant the information provided in this guide. This organization or any agency associated with the CASEVILLE PUBLIC LIBRARY DISTRICT does not endorse any person, business, or organization listed herein.
**Programs**

- Supply Drives
- Awareness Events
- Themed Storytimes
- Support Groups
- Comfort Dogs
- Meditation & Yoga
- Homebound Delivery
- Health Literacy
- Financial Literacy
- Bilingual
- Sensory Inclusive

**Partnerships**

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

Please give blood.

Thank you Banner
**Diaper Depot**

*at Caseyville Library*

with **MetroEast Diaper Bank**

**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.

---

**PRIDE EVENTS**

“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.


---

**The Future of Library Social Workers**
**ALA’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

---

**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.*
**Making 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.
Social Workers in Libraries

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


Tasks for Social Workers

- 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
**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 Committee or Task Force
- Stay Informed with Legislative Updates and Initiatives
- Become a Trustee | Council Member
- Grant Opportunities & Community Projects

---

**Multi-System Approach In Action**

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

- Brochures | Flyers for local violence prevention centers and shelters
- Book | Resource display during April for Sexual Assault Awareness Month
- Feature topic and materials in library blog post or newsletter

**Schedule a class | seminar**
about schedule assault

**SEXUAL ASSAULT**

- 1 IN 6 WOMEN
- 1 out of every 6 American women has been the victim of an attempted or completed rape in her lifetime (14.8% completed, 2.8% attempted)

- Train staff to prepare crisis situations
- Offer hygiene products, diapers, bus passes, etc.
- Form | Host a support group or advertise local support groups
- Contact local agencies and service providers.

Be mindful of triggers for staff members.

---

National Sexual Assault Hotline: 800.656.HOPE (4673)
www.rainn.org

Please educate organizations about the warning signs for self-harm.
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

More on This Bill
- Constitutional Authority Statement
- CBO Cost Estimates [0]

Get more information
See Coverage Dates for Congress.gov Collections and learn about other sources.

Give Feedback on This Bill
Contact Your Member
Advocate as an Anchoring Institution

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.

Resources & References
- 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
**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](http://HomelessLibrary.com)
- Newsletters, trainings and more

---

**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!