



Survey of Social Service Needs

The following survey is to further explore patron needs of the Decatur Public Library. By participating in this survey, you are aware of the following: ALL INFORMATION IS CONFIDENTIAL AND WILL NOT BE USED IN ANY WAY OTHER THAN THE USE OF ENHANCING SERVICES FOR PATRONS AT DECATUR PUBLIC LIBRARY.

Do you currently live in Decatur?

- Yes
- No

If no, in what city do you currently live?

How often do you visit the library?

- Never. How come? _____
- Less than once a month
- 1-3 times a month
- Once a week
- 2-3 times a week
- 3-7 times a week

Are you or anyone in your household experiencing any of the following?

- Homelessness
- Food insecurity
- Domestic Violence
- Unemployment
- Other _____
- None of the Above

Which of the following resources may benefit you or someone in your household? (Check all that apply)

- | | |
|---|--|
| <input type="radio"/> Food or Meal Assistance | <input type="radio"/> Caregiver Resources |
| <input type="radio"/> Shower or Laundry Services | <input type="radio"/> Health Care |
| <input type="radio"/> Clothing Assistance | <input type="radio"/> Child Care |
| <input type="radio"/> Housing | <input type="radio"/> Welfare Benefits |
| <input type="radio"/> Emergency Shelter | <input type="radio"/> Family Planning |
| <input type="radio"/> Transitional Housing | <input type="radio"/> Legal Assistance |
| <input type="radio"/> Employment/Training Services | <input type="radio"/> Utility/Rent Assistance |
| <input type="radio"/> Educational Services | <input type="radio"/> Mortgage Assistance |
| <input type="radio"/> Social Security Assistance | <input type="radio"/> General Financial Assistance |
| <input type="radio"/> Mental Health and Counseling Services | <input type="radio"/> None of the Above |
| <input type="radio"/> Substance Use Services | <input type="radio"/> Other: _____ |

What Services can Decatur Public Library provide that will better serve you and the community?
Write N/A if you have no additional inquiries.

If you do not feel comfortable answering any of the questions provided, please feel free to speak privately with the Social Work Intern, or email socialworker@decaturlibrary.org. We appreciate your time and cooperation.



MACON COUNTY MENTAL HEALTH BOARD FUNDING REQUEST PROPOSAL

The Decatur Public Library is seeking funding to implement social work services in the library to fill gaps in the service delivery system in Decatur, IL. Specifically, all funding obtained will go directly to support a part-time, 20 hour a week, licensed social worker housed in the Decatur Public Library.

Connecting people with the information they need has always been a core purpose of libraries. Traditionally, people visit the library to check out books, utilize materials, and access information. We recognize that libraries provide a safe and inclusive environment for all citizens and, in particular, those experiencing social and economic disadvantages. During the last twenty years, there has been a shift in the community's need to include information about and access a range of social services. The addition of social workers within the library environment has proven effective in meeting these needs.

Briefly stated, a library social worker has two primary functions. First, provide support and social service referrals to patrons seeking assistance. Second, create and execute staff trainings focusing on effective service provision from a trauma-informed care perspective when working with patrons.

Across North America, 89 libraries have effectively implemented library social work. The first library social worker, among many other professionals, have reported success through positive staff/patron relationships, and success stories of patrons securing housing or accessing assistance with mental health and substance use. Decatur Public Library believes having a social worker as a part of the library staff will provide an additional avenue for patrons to access services and address issues of social injustice. These services will be free, with convenient and equal access to social service information for the public, especially those living with economic and social disadvantages.

We have assembled a strong team of leaders to carry out this project. The city librarian, Rick Meyer, has a strong background in psychology and mental health. Our community liaison, Mary Garrison, is a licensed clinical social worker (LCSW) who, for the past year, has been providing social work services at the library on a pro bono basis. She has also engaged in long-standing dedicated efforts to improve the service delivery system for the Decatur community. Currently, a master of social work (MSW) intern is conducting research and forming partnerships with libraries across the country that offer social work services. Rounding out the team are the competent library staff who are eager to see this program realized.

We are requesting \$20,000 for a 12-month project budget. This funding allows us to maximize our participation with patrons and staff as we bridge the gap for people seeking social service information. We would be happy to discuss a more detailed program and budget if you are interested after your initial review.

Thank you for your time and consideration of this project. If you have any questions or want to know more information, please feel free to contact Mary Garrison, LCSW, ACSW, via email or phone.

Sincerely,

Rick Meyer, City Librarian
Mary Garrison, LCSW, ACSW
Jessica Hill, MSW Intern



Date of Intake: _____
Intake Completed by: _____
Waiver Signed: Yes No

INTAKE ASSESSMENT

Type of initial contact: Walk-in Phone E-mail (attach correspondence)

First Name: _____ **Last Name:** _____ **Age:** _____

Sexual Orientation: Lesbian Gay Bisexual Heterosexual Queer Questioning Other (specify): _____

Gender Identity: Female Male Both Neither

Phone: _____ **E-mail:** _____

Address: _____

What race do you identify with?

- White Black/African American Asian American Indian and Alaska Native, Native Hawaiian and Other Pacific Islander Mixed Race Other Prefer not to answer

What ethnicity do you identify with?

- Hispanic/Latino Non-Hispanic/Latino

What information are you seeking? _____

What have you tried? _____

Who have you called? _____

- Northeast Community Fund Salvation Army Dove, Inc./Homeward Bound DMCOOC Catholic Charities

When is your preferred time & day to be contacted? _____

Care Plan

(Include type of assistance and/or type of agency information shared.)



DECATUR PUBLIC LIBRARY

knowledge | creativity | inspiration

Name: _____

Address: _____

Phone/email: _____

WAVIER OF LIABILITY AND ASSUMPTION OF RISK

In consideration of being allowed to participate in the Decatur Public Library Social Work referral program, the undersigned acknowledges, appreciates, and agrees that:

1. The information shared with the library social worker is private and confidential. Information shared is only used for data collection purposes for the Decatur Public Library. No information collected will be shared with third parties without the consent of the patron.
2. The library social worker is an information and referral service and is in no way connected and/or profits from any of the agencies and/or services suggested/referred by the library social worker.
3. I knowingly and freely share my information with the library social worker and assume full responsibility for my participation.
4. I willingly agree to comply with any rules and regulations of this activity, including the Patron Conduct Policy of the Decatur Public Library. If however, I observe any unusual significant hazard in participation, I will bring such hazard to the attention of the nearest city official immediately.
5. I, for myself and on behalf of my heir, assigns, personal representatives and next – of – kin, hereby release and hold harmless the Decatur Public Library, their members, managers, and employees, from any and all liability, claims, demands, or causes of action of any nature, whether known or unknown, for any harm, loss, damage, injury, disability or death, due to negligence or any other cause, resulting from, arising out of, or in any way related to Decatur Public Library, its employees, facilities, equipment, or any other connection to Decatur Public Library. I agree to indemnify, hold harmless, and discharge forever the Decatur Public Library, its affiliates and successors, partners, employees, and agents, for any injury, damage, or loss, to the participant or property.

Signature of Patron

Date

Witness

Date



Decatur Public Library Job Description

Title: Community Resource Coordinator

Status: Part-time (20 hours)

General Position Summary:

This is a grant funded contractual position that will be evaluated on a six-month basis.

Actively connects with library patrons to build, ongoing productive relationships. Works directly with those patrons needing social service assistance by providing information, support, and referrals to appropriate organizations. Serves as resource for library staff. Models effective techniques for working with patrons experiencing mental health, substance use, unstable housing, exclusion issues, or any other adverse life experience. Will represent Decatur Public Library and its interests in interactions with local social services, governmental entities, and other relevant organizations.

Essential Duties/Major Responsibilities:

Essential duties are not intended to be an exhaustive list of all responsibilities, duties and skills. It is intended to be accurate summaries of what the job classification involves and what is required to successfully perform the job. Employees are responsible for all other duties as assigned.

1. Identify library patrons who may benefit from social service support through outreach, direct observation, or referral by library staff.
2. Evaluate patron's identified needs through an intake assessment.
3. Provide current and relevant information, support, referrals, and assistance to patrons experiencing mental health issues, substance use, unstable housing, exclusion issues or any other adverse life experience.
4. Provide short-term case management for library patrons who would benefit from it.
5. Serve as a resource and model to local library staff to work effectively with patrons experiencing adverse life challenges.
6. Serve a resource to local library staff regarding community resources for at-risk individuals and families.
7. Connect and build collaborative relationships with community organizations.
8. Provide consultation to library staff on a daily basis as needed in regard to issues relating to social service needs of patrons.
9. Provide consultation and support to library staff through de-briefing during and/or after an incident with patron(s) has occurred.
10. Crisis assistance and intervention as required

Secondary Duties:

1. Initiates, participates, and collaborates with DPL staff on projects, committees, and trainings.
2. Represents DPL in networking with other agency representative and at community meetings, as related to the essential duties.
3. Serves as a resource for DPL as a whole on issues relevant to patrons experiencing mental health issues, substance use, unstable housing, exclusion issues, and other adverse life experience.
4. Be required to attend library trainings
5. Other duties relevant to position as assigned by supervisor.

Skills & Qualifications:

- Person - centered focus
- Values Diversity
- Possess ethics, values, and judgement
- Strong verbal communication
- Objectivity
- Well organized
- Strong conflict management

Education, Experience, and Licensing Requirements:

- Must have a master's degree in social work
- Possess a valid Illinois-specific LSW credentials (or obtain within 6 mo)
- Possess a valid Illinois driver's license
- Have experience working with at-risk and marginalized populations

Decatur Public Library Staff Survey

Please take a few minutes to answer this anonymous survey. Your opinions are very important. This survey is being used to identify a need for social work services at the library.

Have you ever interacted with patrons using the library primarily as a place for shelter?

- Yes
- No
- Not sure

Have you ever interacted with patrons who may be experiencing life challenges?

- Yes
- No
- Not sure

Do you feel that a training in how to assist patrons experiencing life challenges would be beneficial to your job?

- Yes
- No
- Not sure

What kind of training do you think would benefit you? Circle all that apply.

Mental Health, Substance Use/Abuse, Trauma Informed Care,

Understanding Homelessness, Other: _____

Do you think having a social worker on staff will benefit the library?

- Yes
- No
- Not sure

What are the social services that you think patrons need?

Please answer on the scale of 1-5. How do you feel when you encounter patrons who are seeking social services? (check any that apply)				
Unsafe		Safe		
1	2	3	4	5
Unconfident		Confident		
1	2	3	4	5
Helpless		Capable		
1	2	3	4	5
Stressed		Relaxed		
1	2	3	4	5
Unhappy		Happy		
1	2	3	4	5
Uncomfortable		Comfortable		
1	2	3	4	5