

Now Serving @ Your Library

Meeting the needs of your community

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Who do we serve?

Immigrants
LGBTQ
Unemployed
Domestic Violence
Special Needs
Homeless
Low Income Families
and more...

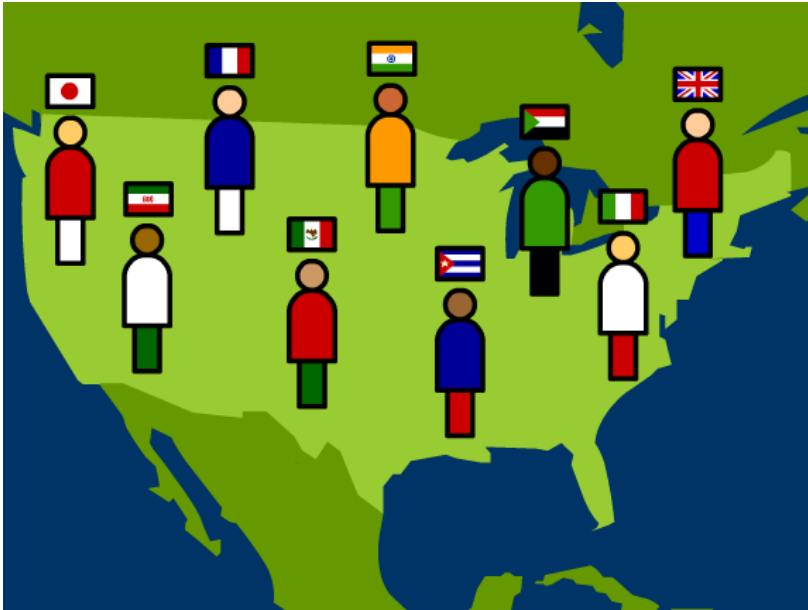
The Big Picture

Often the needs of the smaller fringed population get lost in the day to day general programming of the library.

With this presentation we hope to give you some suggestions and tools to serve the community as a whole.

So...who are these groups and what can we, as library staff, do to help?

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IMMIGRANTS

BY THE NUMBERS

▶ National

- ▶ According to American Community Survey (ACS) data the U.S. immigrant population stood at more than 43.3 million, or 13.5 percent, of the total U.S. population of 321.4 million in 2015.
- ▶ 1 in 9 Virginians are immigrants.
- ▶ The foreign-born share of Virginia's population rose from 5.0% in 1990, to 11.5% in 2013, according to the U.S. Census Bureau. Virginia was home to 948,963 immigrants in 2013, which is nearly the total population of San Jose, California.

WHAT CAN WE DO RIGHT NOW?

- ▶ Identify your immigrant communities.
 - ▶ Use county or state websites to identify your area's demographics
 - ▶ Schools
 - ▶ Census bureau
- ▶ Create Surveys
- ▶ Offer library information in languages that reflect the members of your community.

PARTNERSHIPS

- ▶ English as a second language institutions
 - ▶ English Classes
- ▶ USCIS
 - ▶ Citizenship classes
 - ▶ Passport center
- ▶ Cultural Groups in your area
 - ▶ Houses of Faith
 - ▶ Meetup groups
 - ▶ Parenting Groups
 - ▶ School Clubs

PROGRAMING

- ▶ Create English conversation groups and ESOL book clubs
- ▶ Offer citizenship classes
 - ▶ This Land is your Land
- ▶ Partner with English Classes institutions
 - ▶ Loudoun Literacy
- ▶ Parenting/homework help
 - ▶ GIVE
 - ▶ AART
 - ▶ Reading Buddies

MAKING IT WORK

▶ “Mi Familia” PROGRAM

▶ Grant and Funding

- ▶ Restaurants
- ▶ Preschool Program
- ▶ Workforce Center
- ▶ County Resources
- ▶ In-house staff



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LGBTQ

BY THE NUMBERS...

- ▶ 40% of Youth Experiencing Homelessness Identify as Lesbian, Gay, Bisexual, or Transgender (LGBT).
- ▶ If the family of the LGBT youth does not accept them, they are eight times more likely to commit suicide than other teens.
- ▶ 80% of gay and lesbian youth report severe social isolation.

WHAT CAN WE DO?

▶ GAY STRAIGHT ALLIANCE GROUPS

- ▶ Reach out to your local schools and Guidance Departments
- ▶ Attend meetings to let the teens know that what they have to say matters.
- ▶ Listen. Listen. Then...Listen.
- ▶ Contact local LGBTQ organizations and ask them to send fliers to the schools for opportunities for social interaction.

WHAT CAN WE DO?

▶ PFLAG

- ▶ PFLAG, formerly known as Parents, Families and Friends of Lesbians and Gays, is the United States' largest organization for parents, families, friends, and allies united with people who are lesbian, gay, bisexual, transgender, or queer.
- ▶ Meetings are free and open to everyone and you can choose to remain anonymous.
- ▶ Topics discussed include social, economic and medical issues.

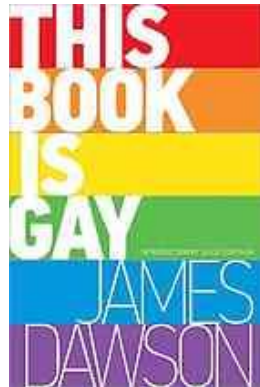
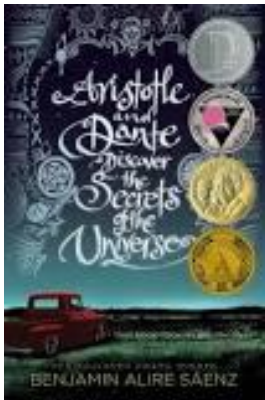
WHAT CAN WE DO?

▶ KNOW YOUR COLLECTION

- ▶ Be sure to include both fiction and non-fiction LGBTQ centric titles that span all age groups when discussing collection development. Include movies and magazines.
- ▶ Look for titles that parents and children can read together that show families with multi-dynamics.
- ▶ Keep things current. Laws are constantly changing and so should the content of your collections.

WHAT CAN WE DO?

► Keep book lists for all age groups with LGBTQ themes on hand and don't forget displays!



► Let LGBTQ groups know that meeting rooms are available for public use and programs.

PROGRAMMING

- ▶ Create programs that stress inclusiveness and diversity, including those that can be done with a parent and child such as story times.
 - ▶ Rainbow Storytime
 - ▶ Meet your Rainbow Family
- ▶ Offer and advertise programs that are open to and celebrate everyone
 - ▶ Parenting the LGBTQ
 - ▶ Same Sex Adoption
- ▶ Bring in experts to co-host an informational event for the LGBTQ community and their allies. Include school resources, family services, clergy and health professionals.

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THE
UNEMPLOYED

BY THE NUMBERS

▶ Unemployment Rates

- ▶ US unemployment rate holds at around 4.4 percent as of April 2017. The number of unemployed people are about 7.1 million.
- ▶ In Virginia the unemployment rates are 3.8 percent with 161,274 people currently unemployed.

WHAT CAN WE DO RIGHT NOW?

- ▶ Identify Resources in your area.
 - ▶ Workforce Centers
 - ▶ Work Attire Help Centers
 - ▶ Job Search Websites
- ▶ Identify Resources in your library
 - ▶ Technology
 - ▶ Free Wifi
 - ▶ Resume/Business card Templates
 - ▶ Video interview resources
 - ▶ Video enables laptop
 - ▶ Private space for video interviews
 - ▶ Staff
 - ▶ Notary Services

PARTNERSHIPS

▶ Job Prep

- ▶ Workforce Centers
- ▶ Work attire for interviews
 - ▶ Suited for Change
 - ▶ Dress for Success
- ▶ Affordable Personal Care
 - ▶ Local Cosmetology Schools
 - ▶ Colleges

elevate
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PROGRAMMING

▶ In-House Programing

- ▶ One-on-One basic skills training
- ▶ Internet workshops

▶ Partnerships -

- ▶ Create programs that highlight resources in your area.
 - ▶ Roundtables, expos, job fairs.
 - ▶ How I Made It Program

PROGRAMMING

▶ Job Counselors

- ▶ Assist with resume preparation, mock interviews and job skills assessments as well as networking skills.

▶ Workforce Centers

- ▶ Recreate programs they offer onsite to library patrons who might not be able to reach them.
- ▶ Provide training to staff or provide one on one assistance to patrons.
 - ▶ Fill out job applications online
 - ▶ Review resumes
 - ▶ Find open positions.

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DOMESTIC
VIOLENCE

BY THE NUMBERS

▶ National Domestic Violence Statistics

- ▶ 1 in 4 women and 1 in 7 men will experience severe physical violence by an intimate partner in their lifetime.
- ▶ On a typical day, there are more than 20,000 phone calls placed to domestic violence hotlines nationwide.
- ▶ Victims of intimate partner violence lose a total of 8.0 million days of paid work each year.

How Can We Help?

- ▶ Ask the person if they need you to contact the local authorities such as the Sheriff's Department for them.
- ▶ Offer assistance in obtaining information at the library confidentially-second card, holding requested items at desk, etc.
- ▶ Assist the person with contacting the local domestic violence shelter if they feel it is unsafe for them to return home.

THE HOTLINE

The Hotline serves as the only domestic violence hotline in the nation with access to more than 4,000 shelters and domestic violence programs across the United States, Puerto Rico, Guam and the U.S. Virgin Islands. Advocates receive approximately 23,500 calls each month. *The Hotline* is toll-free, confidential and anonymous. It operates 24 hours a day, 365 days a year, in more than 170 different languages through interpreter services, with a TTY line available for the Deaf, Deaf-Blind and Hard of Hearing.

REMEMBER...

NEVER put yourself in a dangerous situation by putting yourself between the victim and abuser or “choosing sides” in the conversation.

If a situation becomes unsafe, do not hesitate to contact law enforcement immediately

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SPECIAL NEEDS

WHAT CAN WE DO RIGHT NOW?

▶ Training

- ▶ Provide disability awareness training for all library staff members.
- ▶ Ensure ADA compliance throughout building/space.
 - ▶ Find Alternative options
 - ▶ Grants or private funding for building improvements.

▶ Identify Special Needs Programs in your Area.

- ▶ Special Education Program in Schools
- ▶ Special Needs Community Centers
- ▶ Meetup Groups

PROGRAMMING

▶ In-House

- ▶ Open Door Storytime
- ▶ Sensory Friendly Movies Program
- ▶ Special Education Class Visits
- ▶ Enhance already existing Programs or Change Marketing

▶ Special Education programs

- ▶ Recreate Teen programs for class visits
- ▶ Work with teachers and guidance counselors

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HOMELESS

BY THE NUMBERS

- ▶ According to the National Alliance to End Homelessness, over 610,042 people experience homelessness on any given night in the US.
- ▶ Nearly 48,000 or 8.5% of all homeless persons are veterans
- ▶ A renter earning the federal minimum wage of \$7.25 per hour would need to work 90 hours per week to afford a one-bedroom rental home at the Fair Market Rent and 112 hours per week to afford a two-bedroom.

- ▶ There are many reasons why a person or family find themselves homeless:

- ▶ Job Loss

- ▶ Medical crisis

- ▶ Substance Abuse

- ▶ Domestic changes (divorce, death of spouse)



WHAT CAN WE DO RIGHT NOW?

- ▶ Maintain a current list of emergency shelters and food banks within your area. Remember that transportation may be an issue.
- ▶ Contact your local Family Services department for area “drop in centers” This program provides food, laundry facilities, showers, and case management to the homeless population.
- ▶ For parents that have concerns about their children and school, refer them to their home schools Guidance Dept for assistance under the McKinney-Vento Act.

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LOW INCOME
FAMILIES

WHAT CAN WE DO RIGHT NOW?

▶ Identify Resources in your area.

- ▶ Food Banks
- ▶ Health Centers
 - ▶ Free or reduced health Services
- ▶ Houses of Faith
 - ▶ Shelters
 - ▶ Counseling

PARTNERSHIPS

▶ Community Resources

▶ Food Banks

▶ Health Care Centers/Free Clinics

- ▶ Virginia Health Care Foundation

- ▶ Virginia Community Health Care Association

▶ Schools

- ▶ Parent Liaisons

- ▶ Preschool Programs

▶ Houses of Worship

- ▶ Support



**VIRGINIA
HEALTH CARE
FOUNDATION**

PROGRAMMING

- Partnerships

- Food Banks

- ✦ Create programs that help stock the local food bank or/and reach the families.

- Food For Fines

- Feed and Read Summer Program

- Backpack Buddies

- In-house Programs

- Grants

- ✦ Monthly Community Meal

- Schools

- ✦ Free Tutoring

- ✦ The Giving Tree - Seasonal Clothing

- Houses of Faith



ASSESS

Is the person walking around aimlessly or looking confused without making contact with staff for assistance?

This person may be working up the strength to approach but is having a difficult time or is feeling embarrassed. Approach the person in a calm, non-threatening manner, and ask if you can help.

REMEMBER-someone who needs help is already feeling anxious.

APPROACH

Let the borrower know that you are there to assist them in a non threatening manner:

- ▶ Ask questions
 - ▶ “Can I help you find something?”
- ▶ Show empathy
 - ▶ Your tone and expression should be genuine
 - ▶ (“I see...I understand”)
- ▶ Walk and Talk
 - ▶ Someone that is struggling does not want to be the center of attention. Guide them to a more private place to talk.

ASSURE

- ▶ Let the person know that you are actively listening. Maintain eye contact and acknowledge the value of their statements. Lean In. Smile.
- ▶ Remind them that they are not alone and that you are there to offer any assistance that you can.
- ▶ Your conversation is confidential and free from judgement. Don't tell them that you know how they feel unless you have actually been in their situation.

What Can We Do?

- ▶ Educate your staff as to what resources your community has to offer.
- ▶ Reach out and form relationships with other county state or national organizations. Know your allies!
- ▶ Attend trainings on subjects such as mental health and diversity either live or with webinars.

AND FINALLY...

- ▶ Remember that no two situations, or people, are the same. Use your best judgement.
- ▶ Check your preconceptions at the door.
- ▶ You have the power to change lives.

Useful Websites

▶ LOCAL NON-PROFITS

- ▶ WWW.GREATNONPROFITS.ORG
- ▶ WWW.NATIONALHOMELESS.ORG
- ▶ WWW.STANDUPFORKIDS.ORG

▶ JOB SKILLS

- ▶ WWW.ELEVATEVIRGINIA.ORG

▶ WORK ATTIRE

- ▶ WWW.SUITEDFORCHANGE.ORG
- ▶ WWW.DRESSFORSUCCESS.ORG

▶ FOOD PANTRY

- ▶ WWW.FOODPANTRY.ORG

▶ HEALTH CARE CENTERS

- ▶ WWW.VHCF.ORG
- ▶ WWW.VACOMMUNITYHEALTH.ORG

Useful Websites

▶ HOMELESSNESS

- ▶ WWW.HOMELESSSHELTERDIRECTORY.ORG
- ▶ WWW.NATIONALHOMELESS.ORG
- ▶ WWW.STANDUPFORKIDS.ORG

▶ LGBTQ

- ▶ WWW.THETREVORPROJECT.ORG
- ▶ WWW.PFLAG.ORG
- ▶ WWW.ITGETSBETTER.ORG

▶ DOMESTIC VIOLENCE

- ▶ WWW.NCADV.ORG (National Coalition Against Domestic Violence)
- ▶ WWW.FUTURESWITHOUTVIOLENCE.ORG
- ▶ WWW.NRCDV.ORG (National Resource Center On Domestic Violence)

▶ VETERAN AFFAIRS

- ▶ WWW.SERVINGTOGETHER.ORG

The background features abstract, overlapping green geometric shapes in various shades, including light lime green, medium green, and dark forest green, creating a modern and dynamic feel.

THANK YOU

FOR JOINING US TODAY!!