



WHOLE PERSON LIBRARIANSHIP

Partnerships to Prepare Libraries

**NICHE ACADEMY WEBINAR
AUGUST 26, 2020**

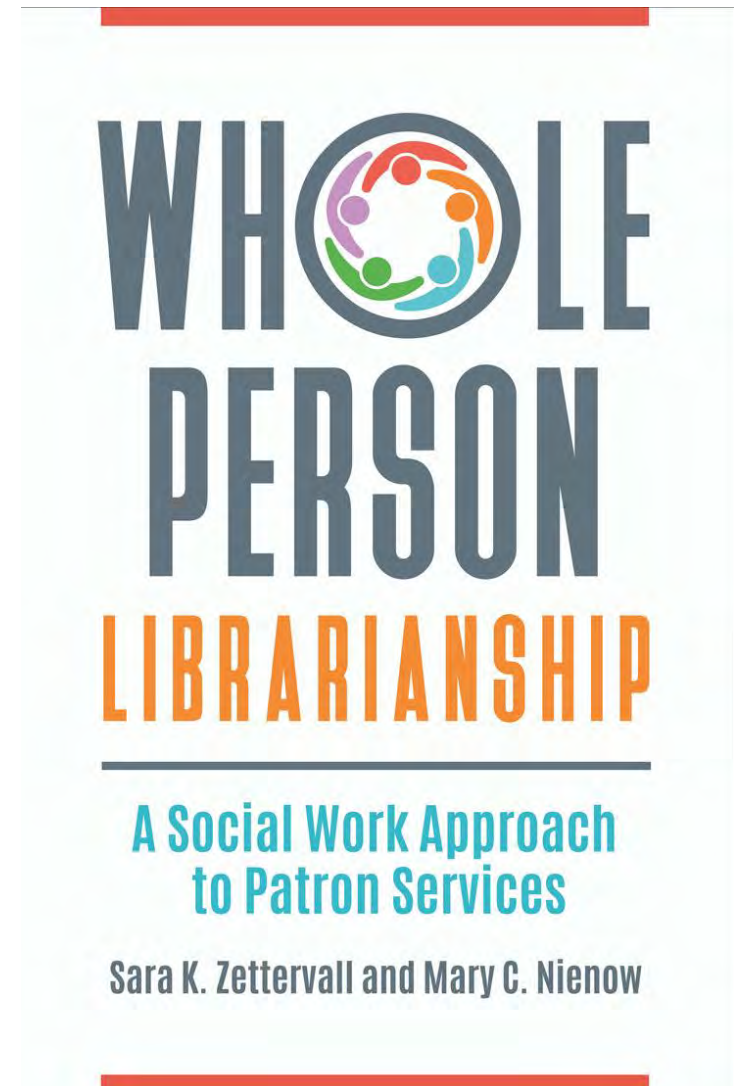
TODAY'S AGENDA

- Intro & Context
- What is Whole Person Librarianship?
- Types of Collaboration
- Q&A
- Social Work Concepts for Library Service
- Q&A
- Follow-up info



BOOK & MORE

20% discount on
book: Q32020



WWW.WHOLEPERSONLIBRARIANSHIP.COM

ABOUT US



**SARA ZETTERVALL,
MLIS, MFA**

Consultant and Trainer,
Whole Person Librarianship

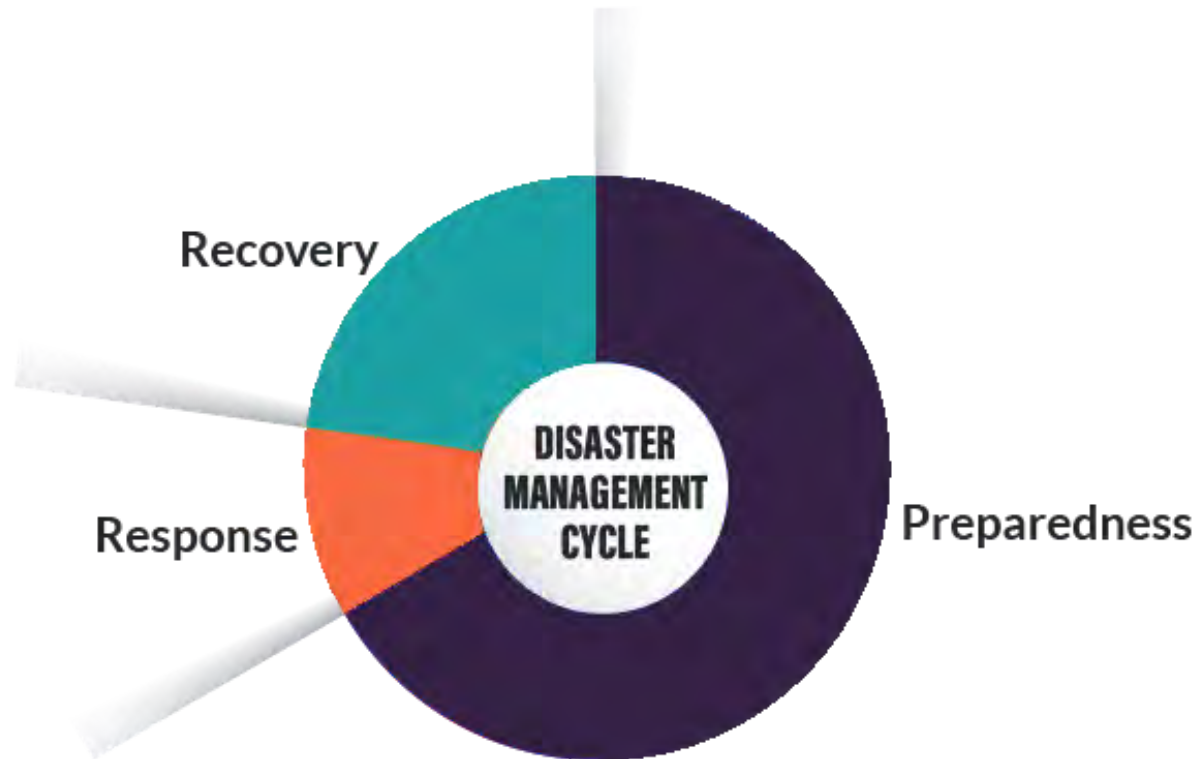
Community Embedded
Librarian, Hennepin County
Library, Minneapolis, MN



**MARY C. NIENOW,
PHD, MSW**

BSW Program Director and
Assistant Professor of
Social Work,
St. Catherine University,
St. Paul, MN

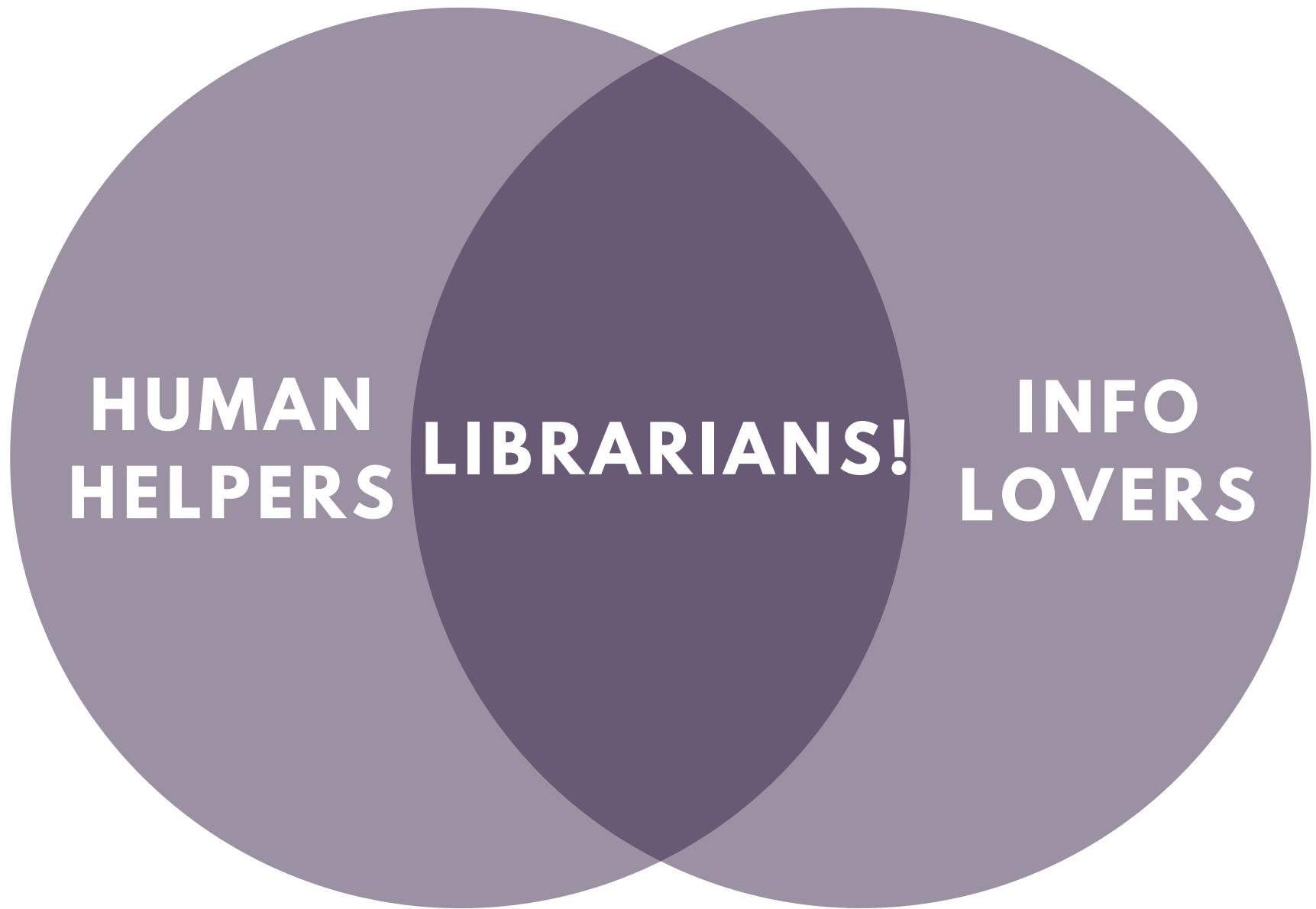
THE CHAOS

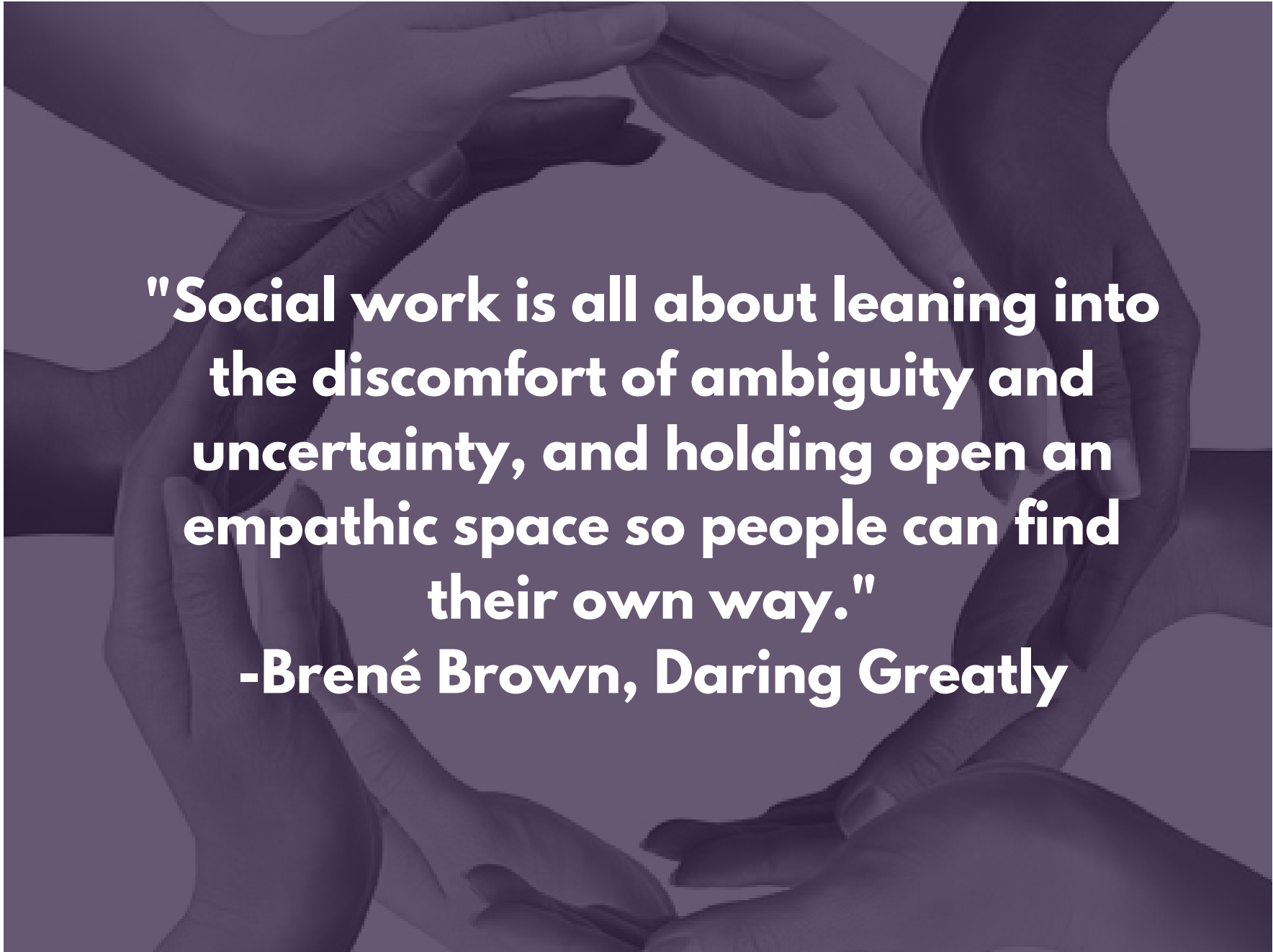


https://www.nlm.nih.gov/dis_courses/basics/01-000.html



WHAT IS WHOLE PERSON LIBRARIANSHIP?





"Social work is all about leaning into the discomfort of ambiguity and uncertainty, and holding open an empathic space so people can find their own way."

-Brené Brown, Daring Greatly



WHOLE PERSON LIBRARIANSHIP

01

Concepts of social work
applied to library practice

02

Library-social work
collaboration in library
settings

1

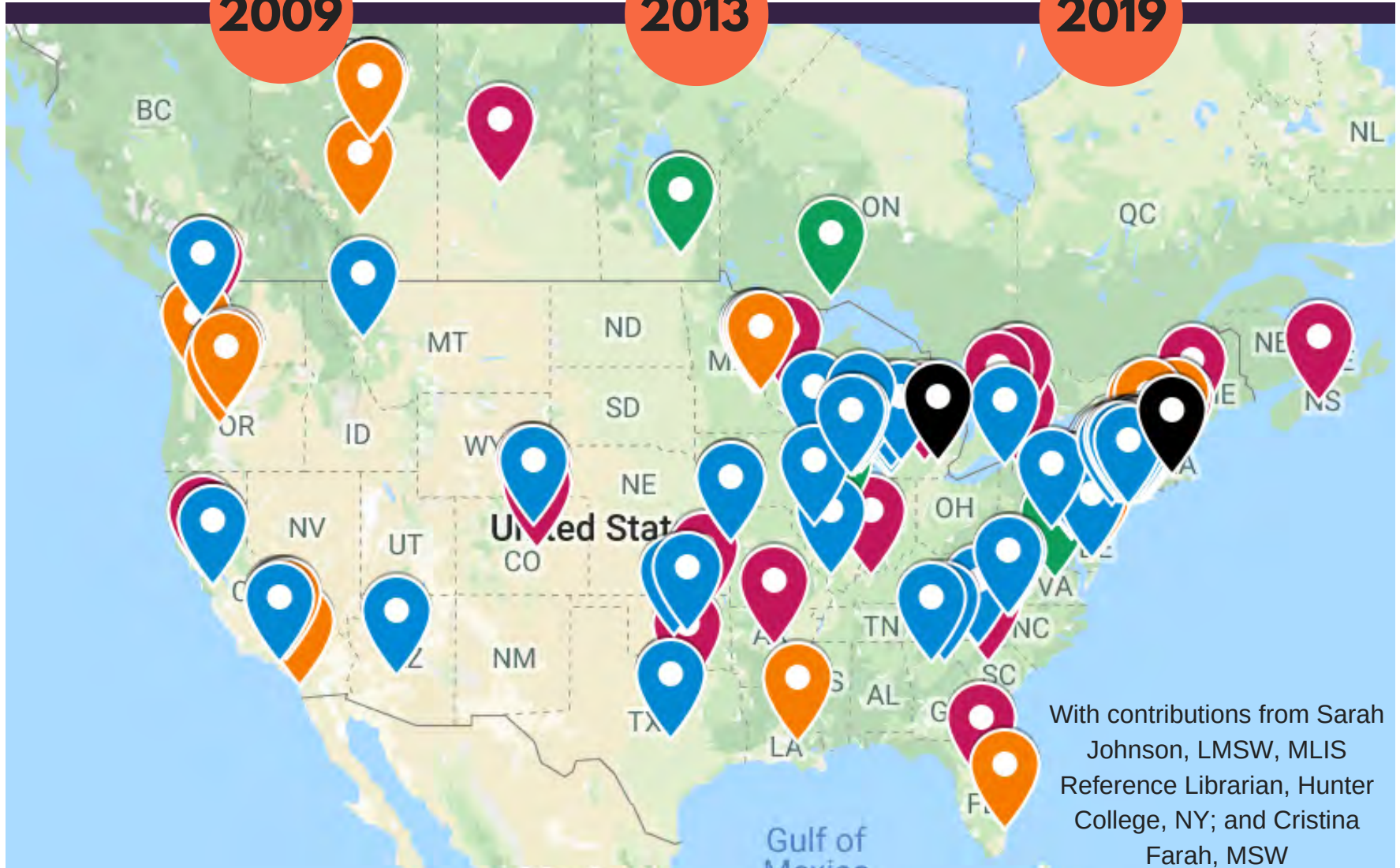
2009

5

2013

100+

2019



With contributions from Sarah Johnson, LMSW, MLIS Reference Librarian, Hunter College, NY; and Cristina Farah, MSW

01

SOCIAL WORK STUDENTS

Both BSW and MSW students have to do a ton of internship hours. Libraries are a new frontier.

02

COMMUNITY PARTNERS

Libraries can host "office hours" for local social service agencies.

03

SOCIAL WORKER(S) ON STAFF

Part time or full time, grant-funded or FTE, contract or permanent.

SAN FRANCISCO PL



<https://youtu.be/oOeBLhs5Jko>

TYPES OF COLLABORATION: SOCIAL WORK INTERNS

"[Library] social work today, it's kind of like the dream... We literally get to meet people where they're at, and I love that. They don't have to come to me. I can just come to them. And I really love the opportunity to be able to provide services in that way."

-Former MSW Public Library Intern (Current Public Library Employee)

TYPES OF COLLABORATION: SOCIAL WORK INTERNS

"I'm still interested in bringing awareness to my institution... that placing social work student in libraries is a real, valid option... [Students] have to do hundreds of hours of placement as it is, but we've never even placed a student at a library before, and yet that's so often where as social workers, you know, our clients use the library regularly, daily, as a resource."

**-Sarah Johnson, MLIS, MSW, Academic Librarian,
Hunter College, New York, NY**

<https://swlibraryinterns.com/>

TYPES OF COLLABORATION: SOCIAL SERVICE OFFICE HOURS

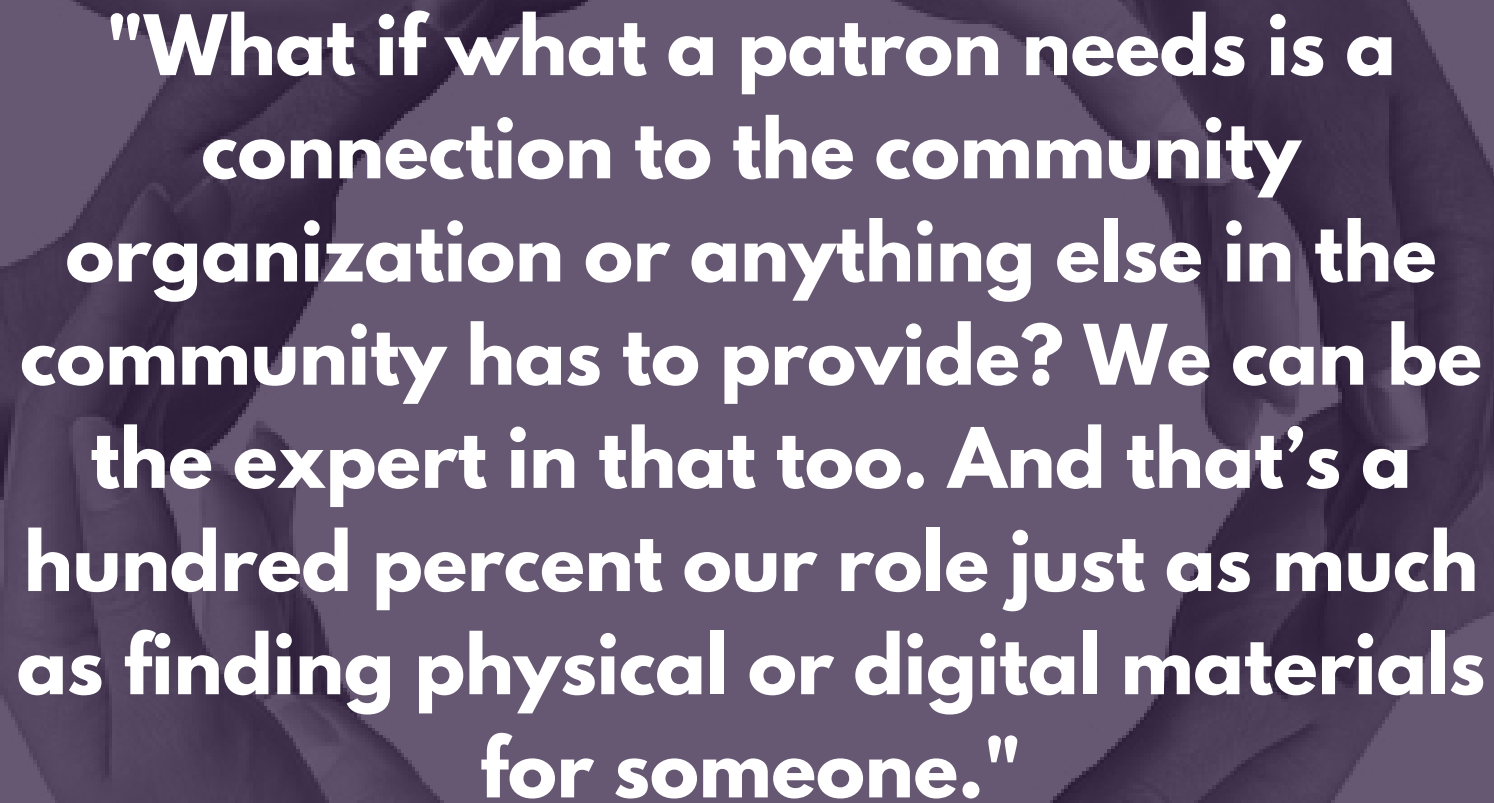
"Some of these social service agencies who have social workers or mental health providers, they don't have a place to land. Their school space is at a premium. If you could only find some of these folks [who] would like to co-locate with you in the beginning, form a partnership on site, and then little by little see if they'd be able to offer a couple hours a day."

-County Human Services Collaborator

TYPES OF COLLABORATION: FULL TIME SOCIAL WORKERS

"I think part of that was the integration of a whole new model of social work, trying to figure out what the roles are, and we address that with training and things of that nature, giving people tools, in my department and outside, to equip themselves with tools to be able to engage in a higher level but really making sure that we are sending the message as far as that we all work together."

-Suburban Library Social Worker



"What if what a patron needs is a connection to the community organization or anything else in the community has to provide? We can be the expert in that too. And that's a hundred percent our role just as much as finding physical or digital materials for someone."

-Public Librarian, Medium-size City



RELATIONSHIPS ARE THE NEW REFERENCE COLLECTION™



HOW?

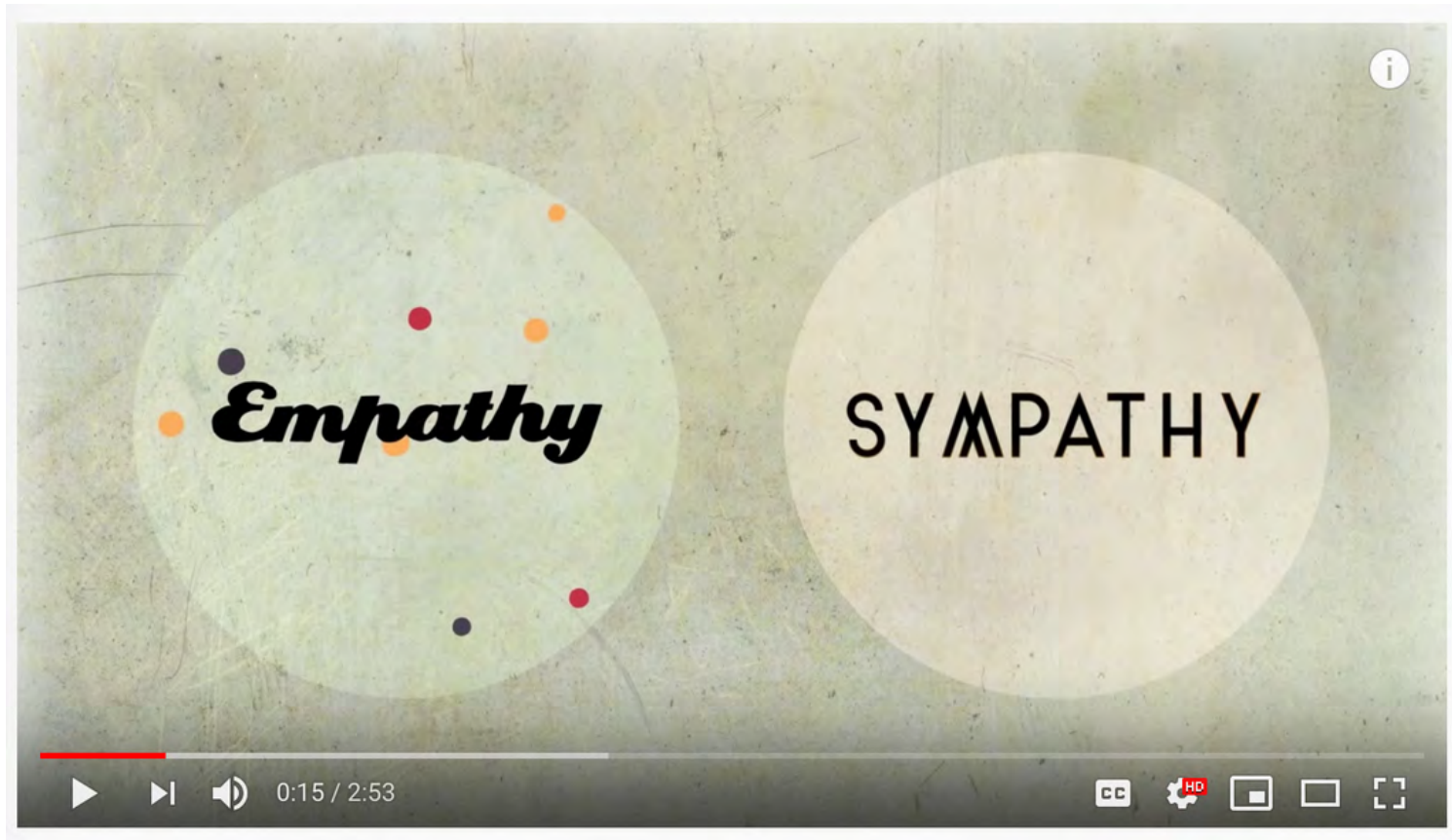
01

Build empathy.

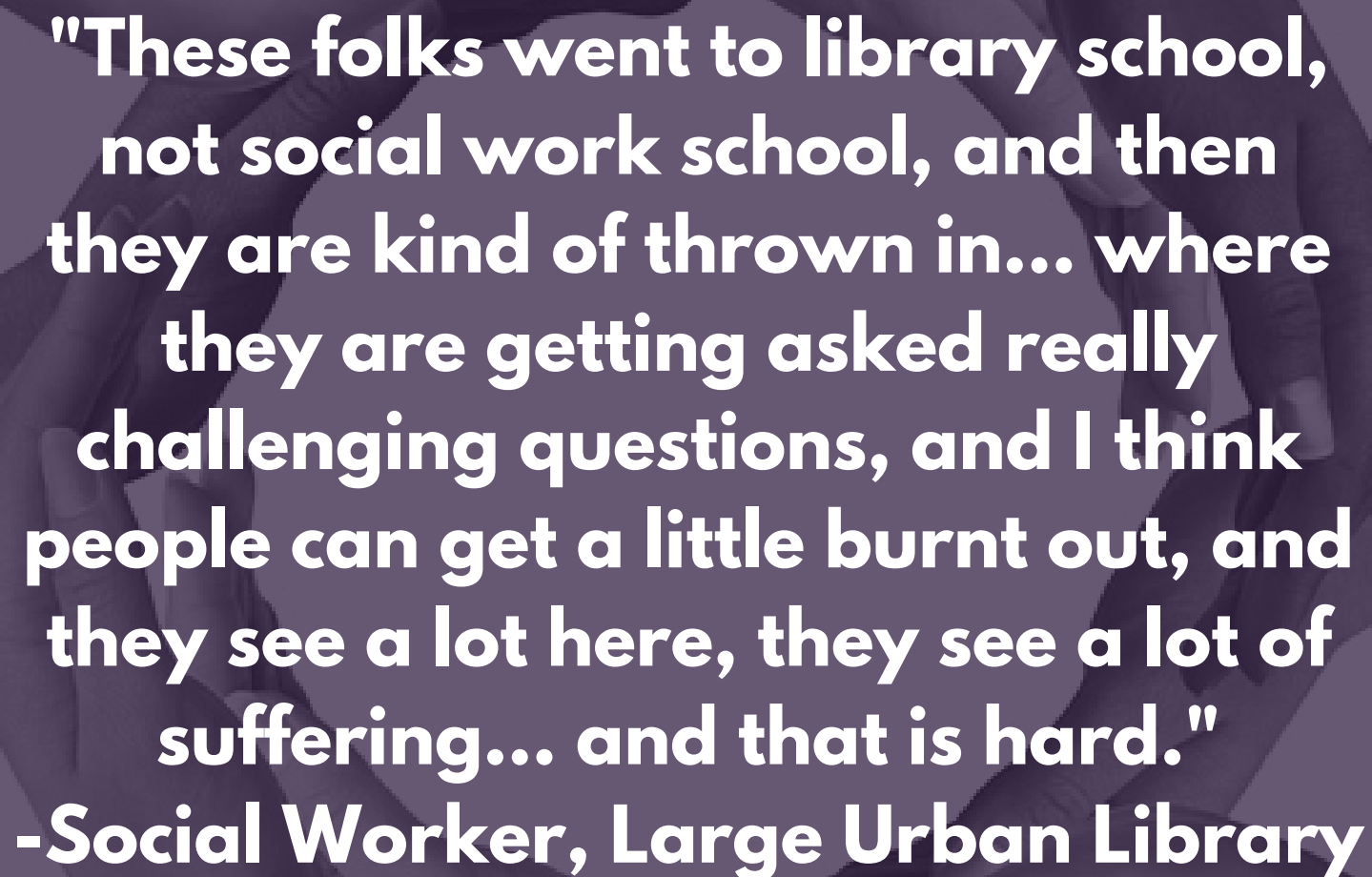
02

Make & share human connections.

WHAT IS EMPATHY?



<https://youtu.be/1Evwgu369Jw>



**"These folks went to library school,
not social work school, and then
they are kind of thrown in... where
they are getting asked really
challenging questions, and I think
people can get a little burnt out, and
they see a lot here, they see a lot of
suffering... and that is hard."
-Social Worker, Large Urban Library**

BOUNDARIES:

The cookies
are not your
responsibility



Tampa Bay Libraries Helping People Get Unemployment Forms

WUSF Public Media - WUSF 89.7 | By Maria Tsyruleva Mark Schreiner

Published April 23, 2020 at 10:45 AM EDT



HILLSBOROUGH COUNTY LIBRARY SYSTEM/FACEBOOK

<https://www.wusf.org/tampa-bay-libraries-helping-people-get-unemployment-forms/>

'Learning hubs' opening across SF to help 6,000 kids in need with distance education



Dominic Fracassa

| July 23, 2020

| Updated: July 24, 2020 9:06 a.m.



6 of 9



Nine-year-old Vince Poole (left) and his brother, Tony, 12, at the Minnie and Lovie Ward Recreation Center.



PERSON-IN- ENVIRONMENT (PIE)



PERSON-IN-ENVIRONMENT

Person-in-environment (PIE) is a core concept in social work.

PIE looks at the **whole context** of a person's life, as a way to understand that person better.

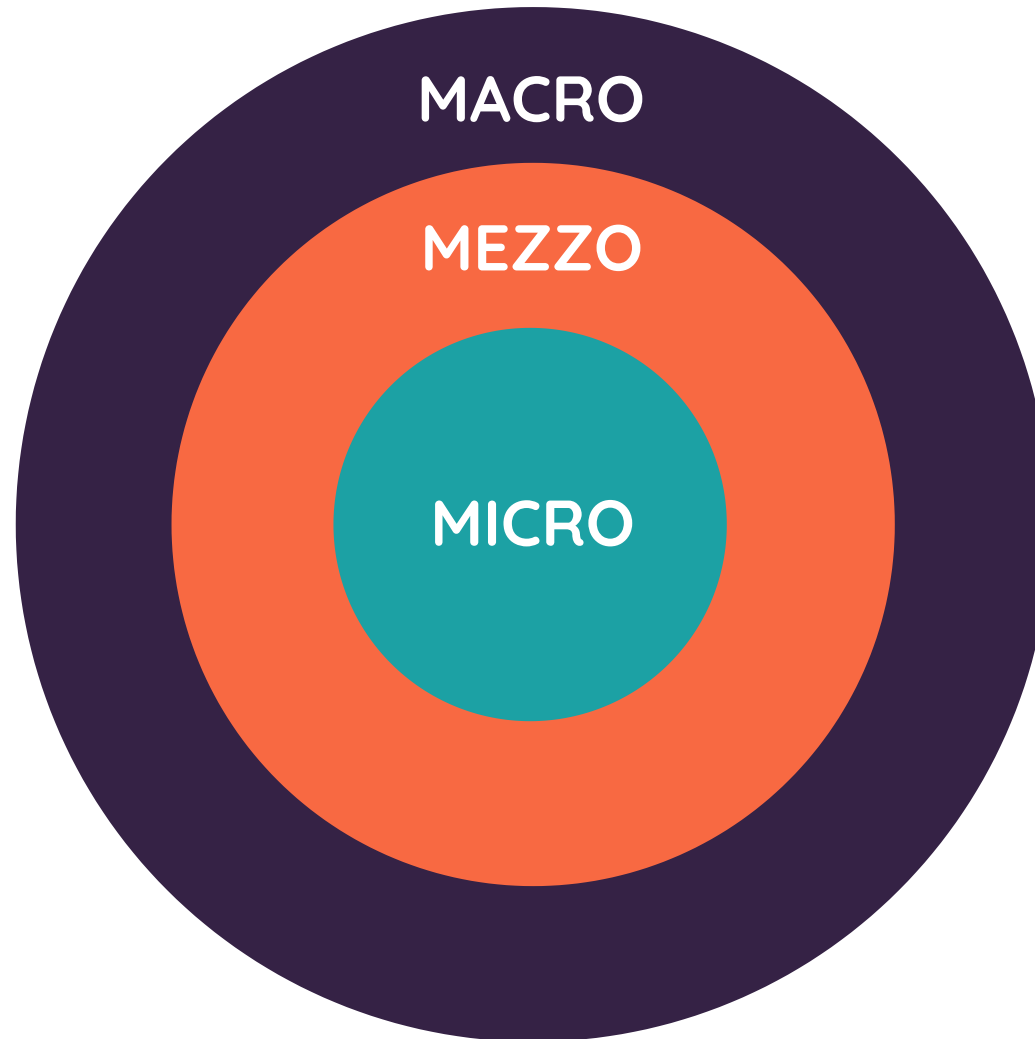


PERSON-IN-ENVIRONMENT

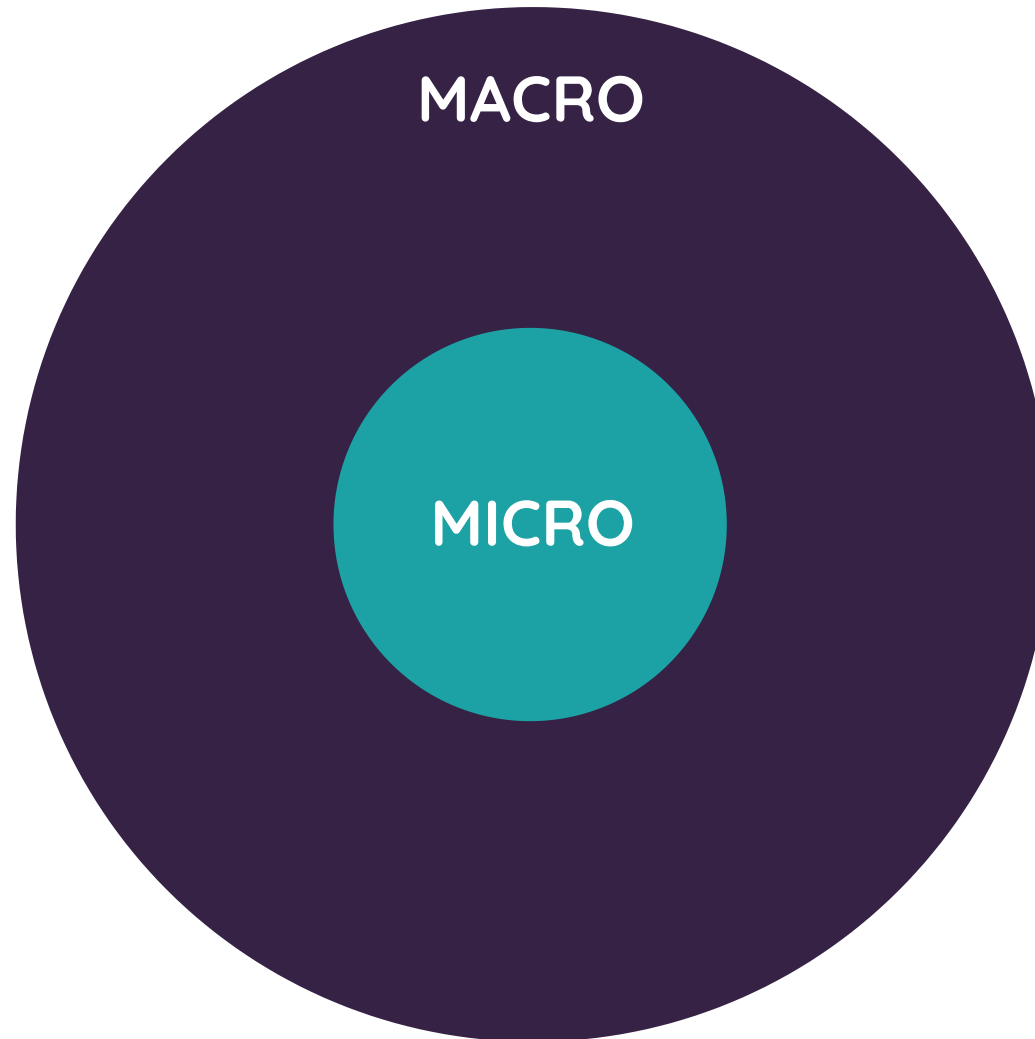
A more academic definition: PIE is an approach for **analyzing, describing, and assessing** human behavior.

PIE **explains** but does not **predict** behavior.

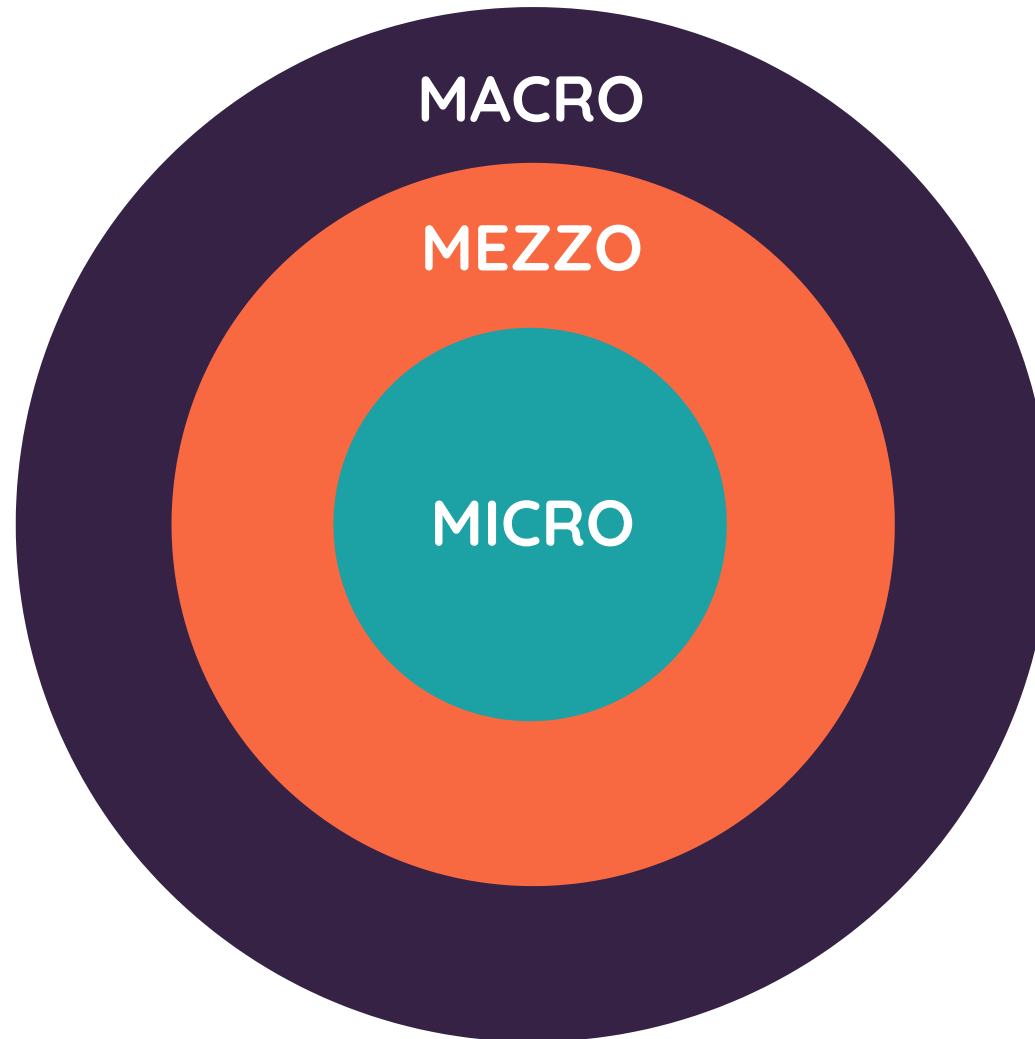
PIE SPHERES OF INFLUENCE



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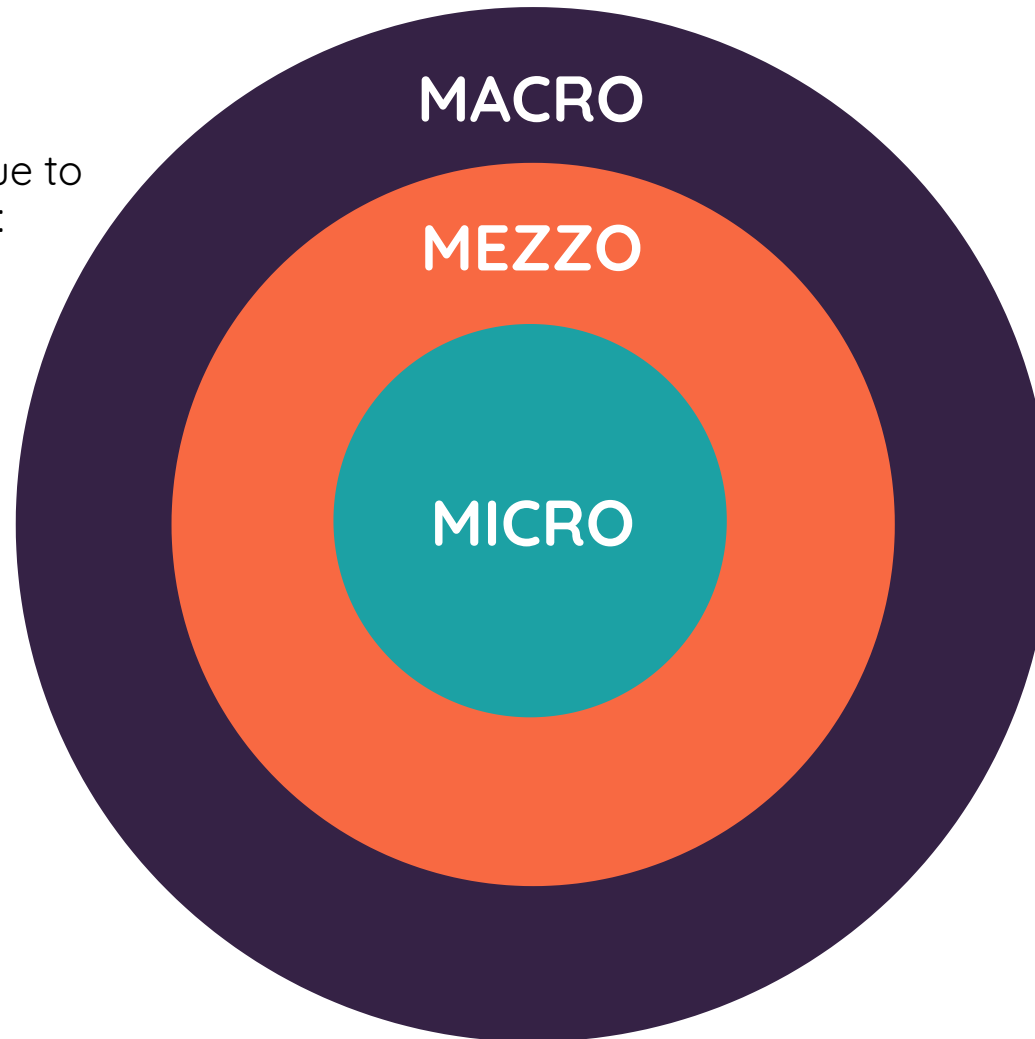


PIE SPHERES OF INFLUENCE

MICRO

Aspects unique to the individual:

- health
- disposition
- ethnicity
- gender
- spirituality



PIE SPHERES OF INFLUENCE

MICRO

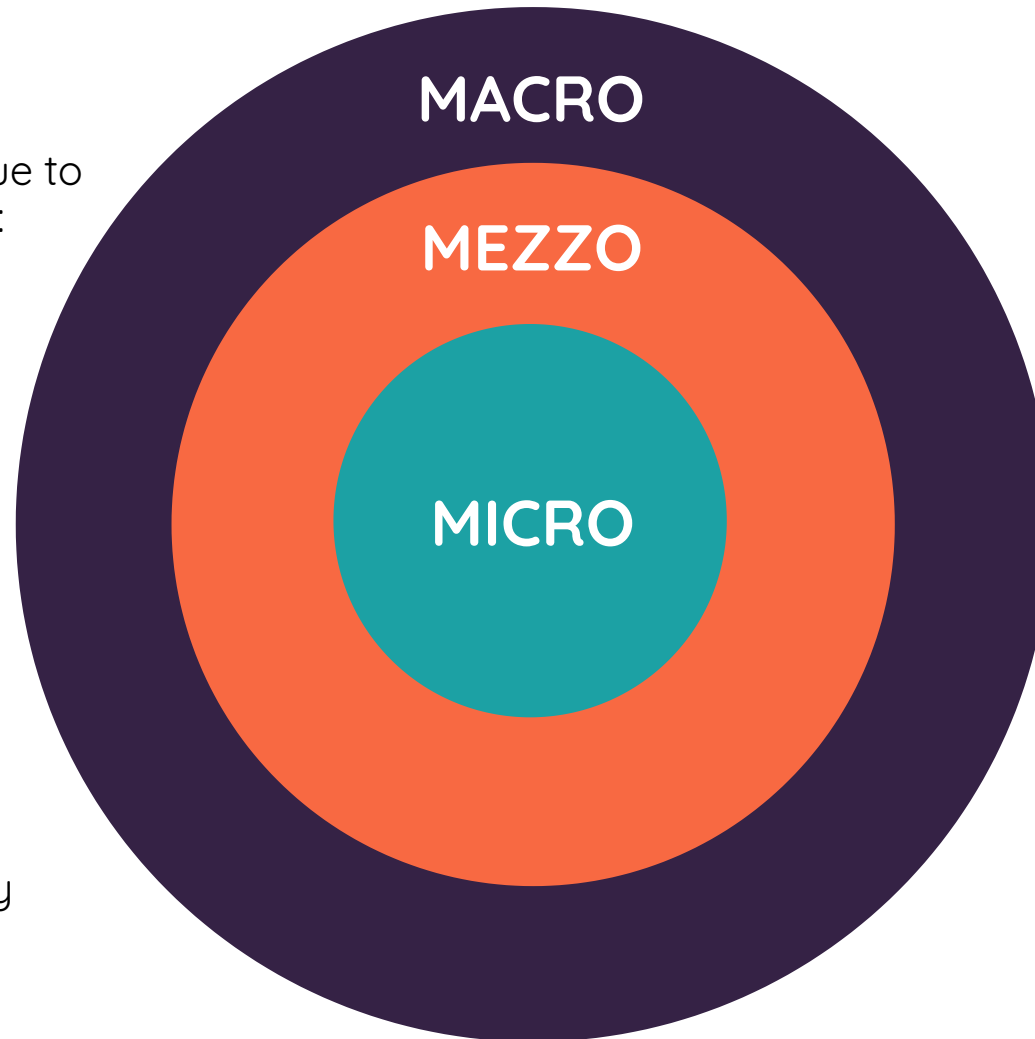
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- ethnicity
- gender
- spirituality

MEZZO

Immediate influencers:

- family
- community
- friends
- school



PIE SPHERES OF INFLUENCE

MICRO

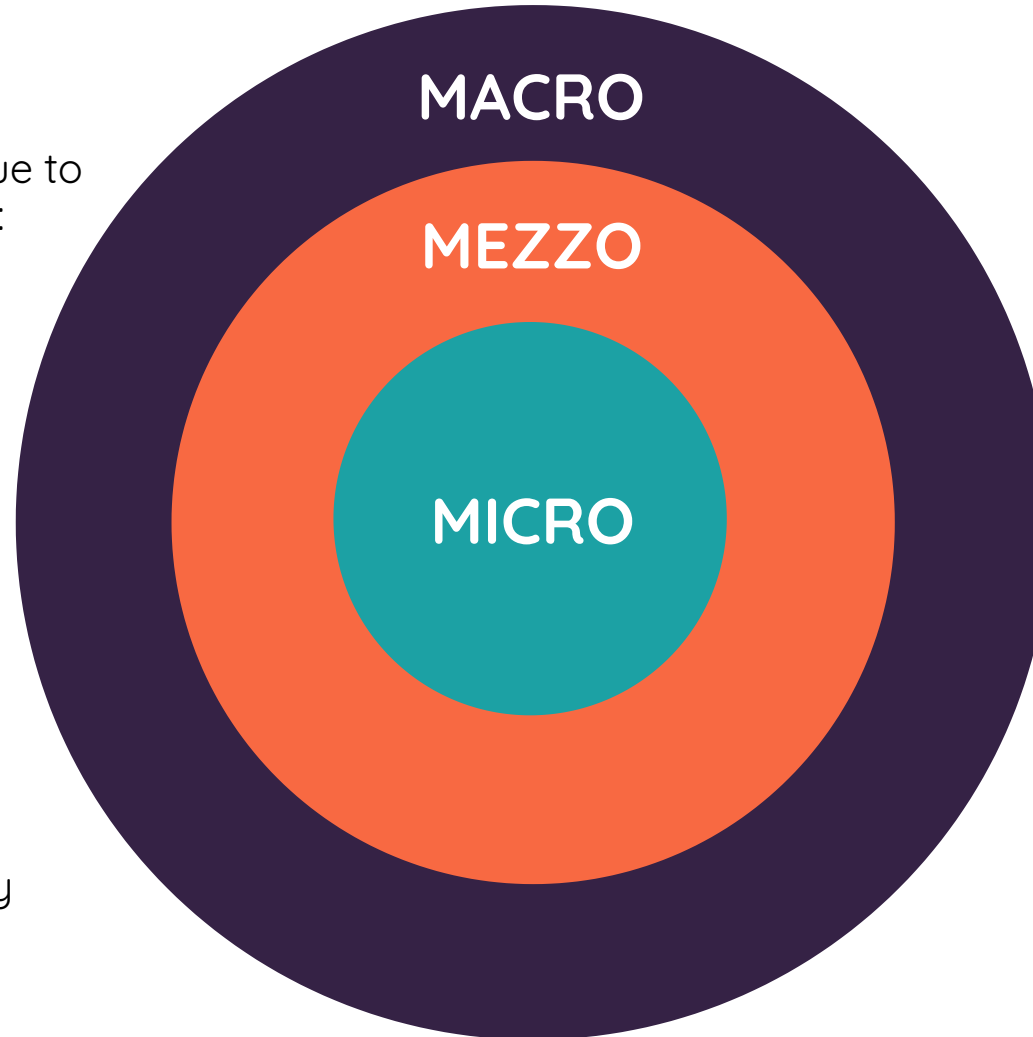
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MACRO

MEZZO

MICRO

MACRO

Large social forces:

- politics
- culture
- structure of society

ONE SLICE OF PIE: TRAUMA- INFORMED CARE

Trauma-informed care encourages a focus beyond human behavior, to the causes of that behavior.



TRAUMA-INFORMED CARE



<https://youtu.be/AnBEROaeiak>

PIE INFLUENCES: TIC

MICRO

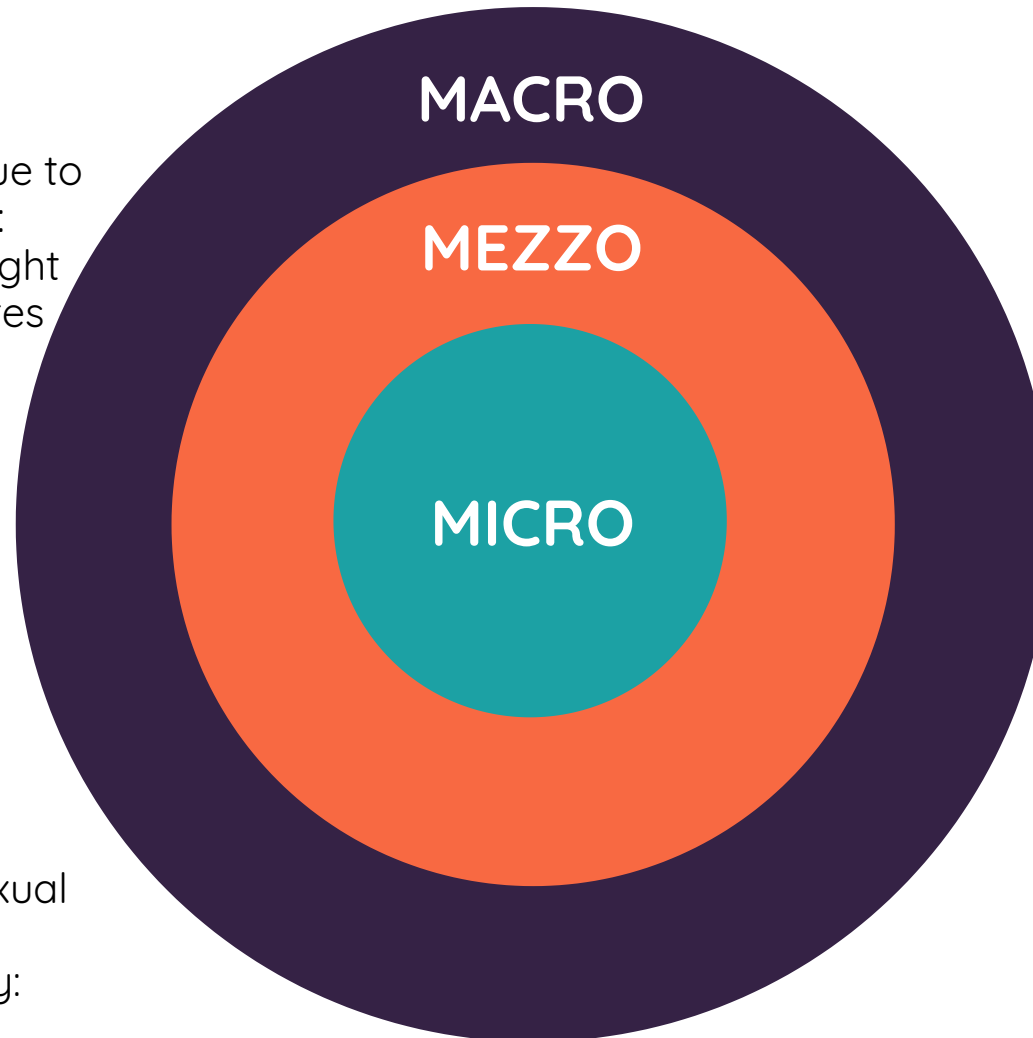
Aspects unique to the individual:

- health: weight and diabetes
- gender: female

MEZZO

Immediate influencers:

- family or friends: sexual abuse
- community: lack of belief/support



MACRO

MACRO

Large social forces:

- weight-based discrimination (blame the individual)
- mental health not integrated with society

A teal-colored background featuring a close-up, slightly blurred image of several hands reaching in from different directions to form a circle, symbolizing partnership and collaboration. The hands are of various skin tones, though the teal tint makes them appear more uniform.

PIE PART 2: PARTNERSHIPS FOR INTERVENTION



PERSON-IN-ENVIRONMENT

PIE doesn't predict behavior, it helps us **understand** and **explain** behavior.

Understanding behavior can help us prepare **proactive responses.**

MICRO LEVEL INTERVENTION

"We at our location started a food shelf for our student workers that were experiencing just food insecurity. We do a lot with learning support across the spectrum, so the libraries at kind of a structural level are trying to work with the university to get some unification across that and consistency and just make it easier to navigate."

-Academic Librarian, Research One

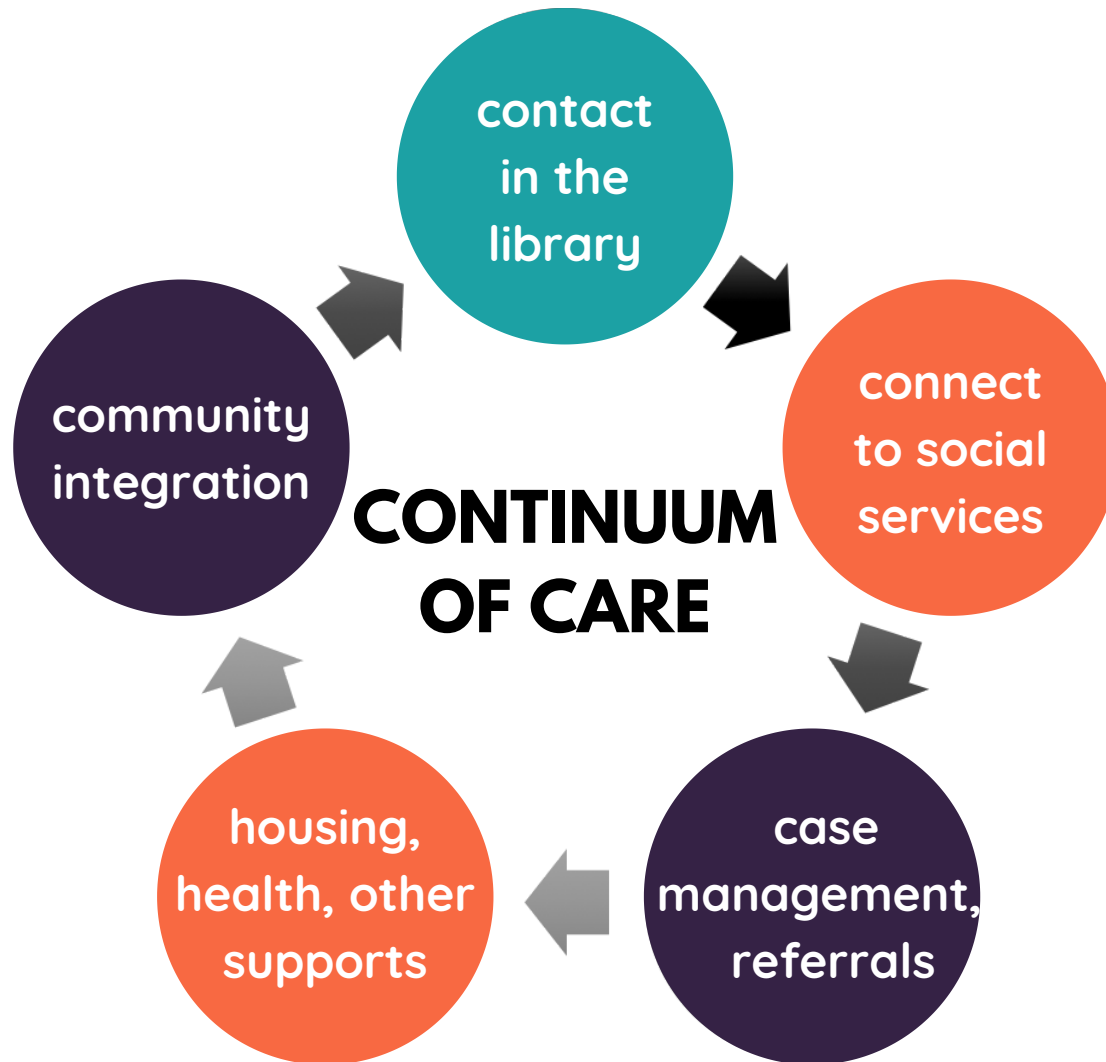
MEZZO LEVEL INTERVENTION

"We've developed a wellness corner where we invited lots of different agencies from our community to bring their expertise to us. So, we have a mental health worker, social workers... dietitians and physical therapists... just a whole variety of different programs. We're bringing the human formats instead of a DVD to the public."


-Public Librarian, Small City

MACRO LEVEL INTERVENTION

"I just send an email to people in the community and say, do you want to come in and just talk. Let's have a conversation of how can we move the needle in social justice. And we had people like the mayor, council members, the director of United Way, people from the school district just sitting down at the library talking."
-Social Worker/Library Outreach



MICHAEL BROWN SHOOTING & RIOTS FERGUSON, MO



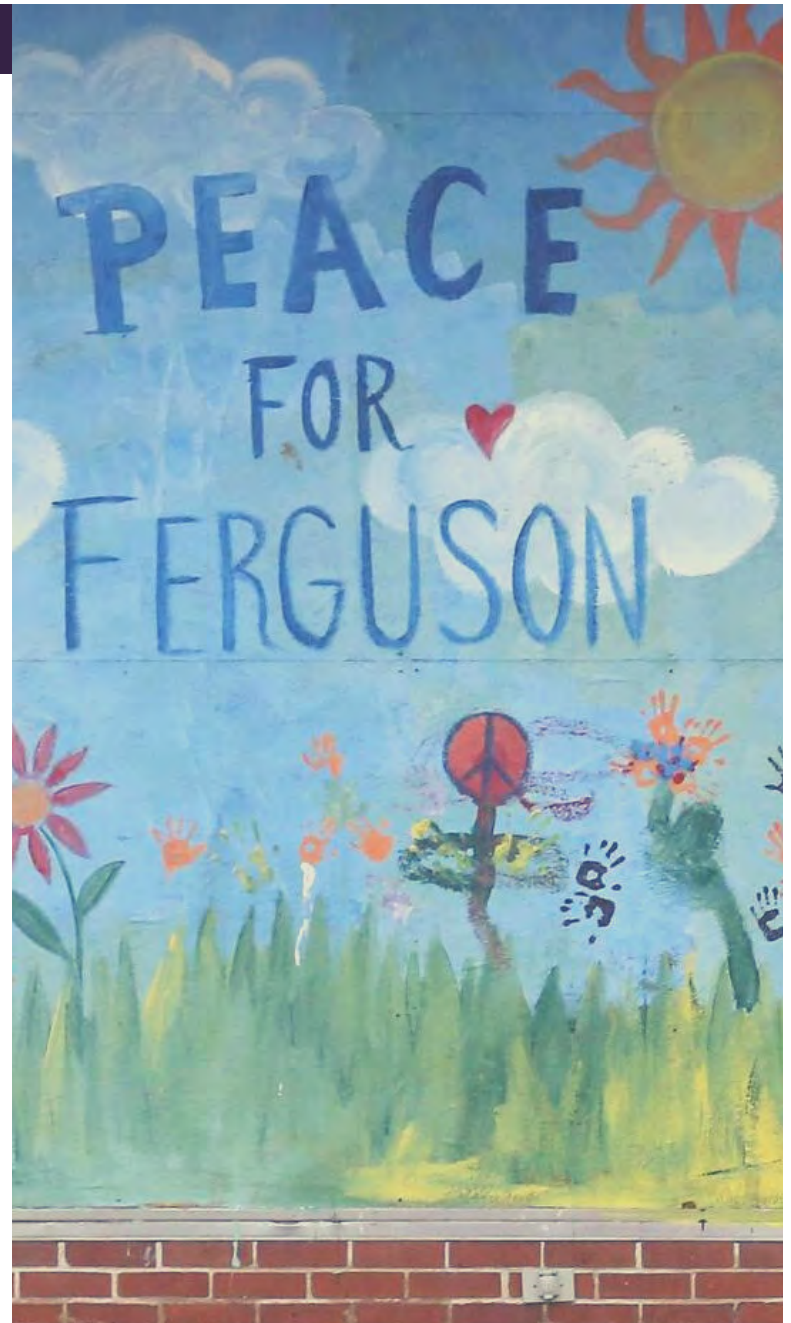
August 9, 2014:
Police accuse Michael Brown and a friend of robbery. When they run, police shoot and kill Brown. Witnesses say he had his hands up in surrender when he was shot.

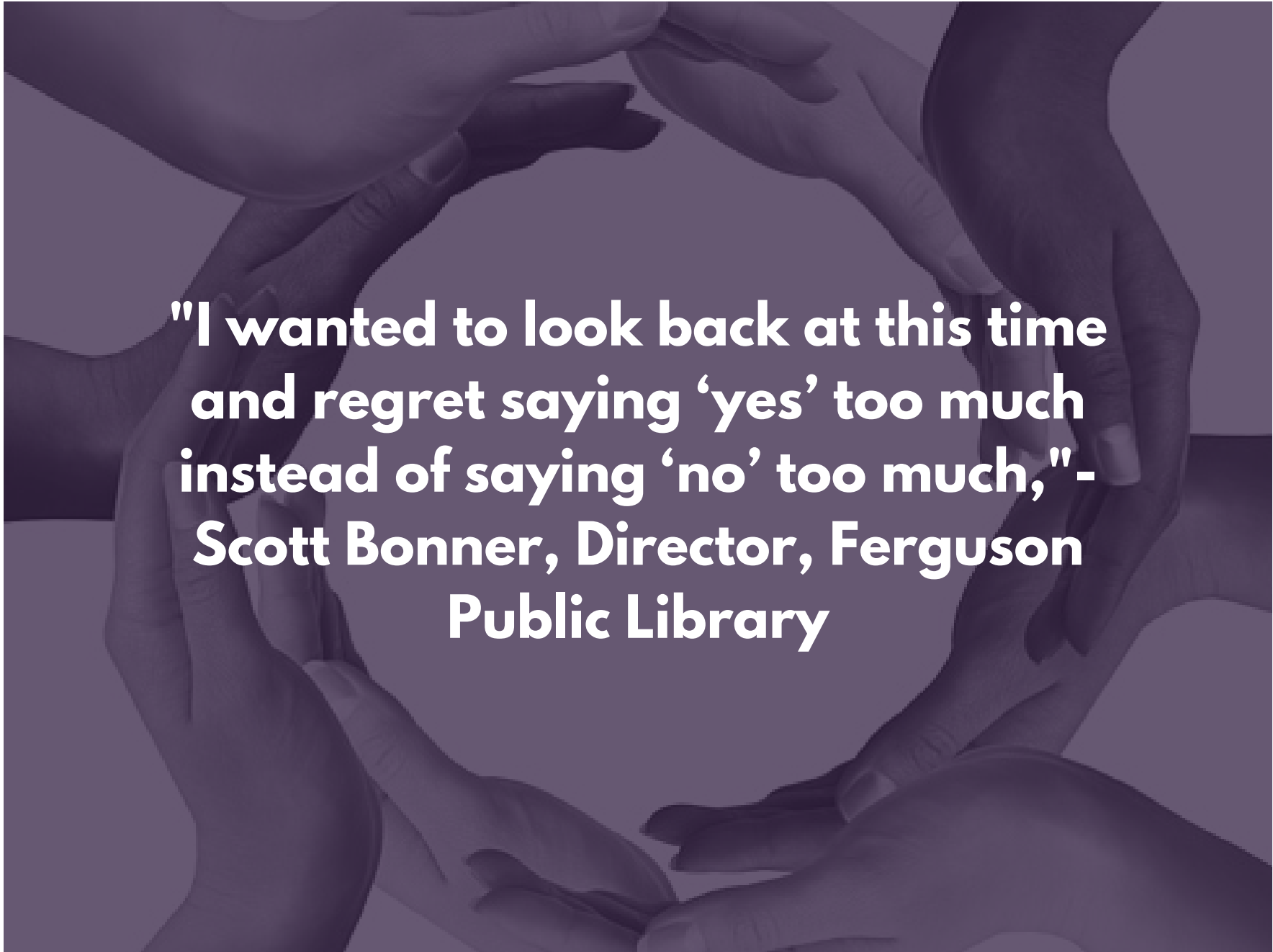
Protests and later riots and looting start on August 10. By August 16, the MO state governor declares a curfew and state of emergency. National attention focuses on the militarization of the local police force.

Throughout the fall, protests and government responses flare and taper off. The Black Lives Matter movement attracts national attention and participation.

COMMUNITY IMPACTS

- Tension, unsafe streets
- Militarized police force
- Curfews
- School and nonessential activity closures or suspensions
- Community members participating in protests may not be working or attending to home life
- Lack of reliable information
- Burned, looted stores

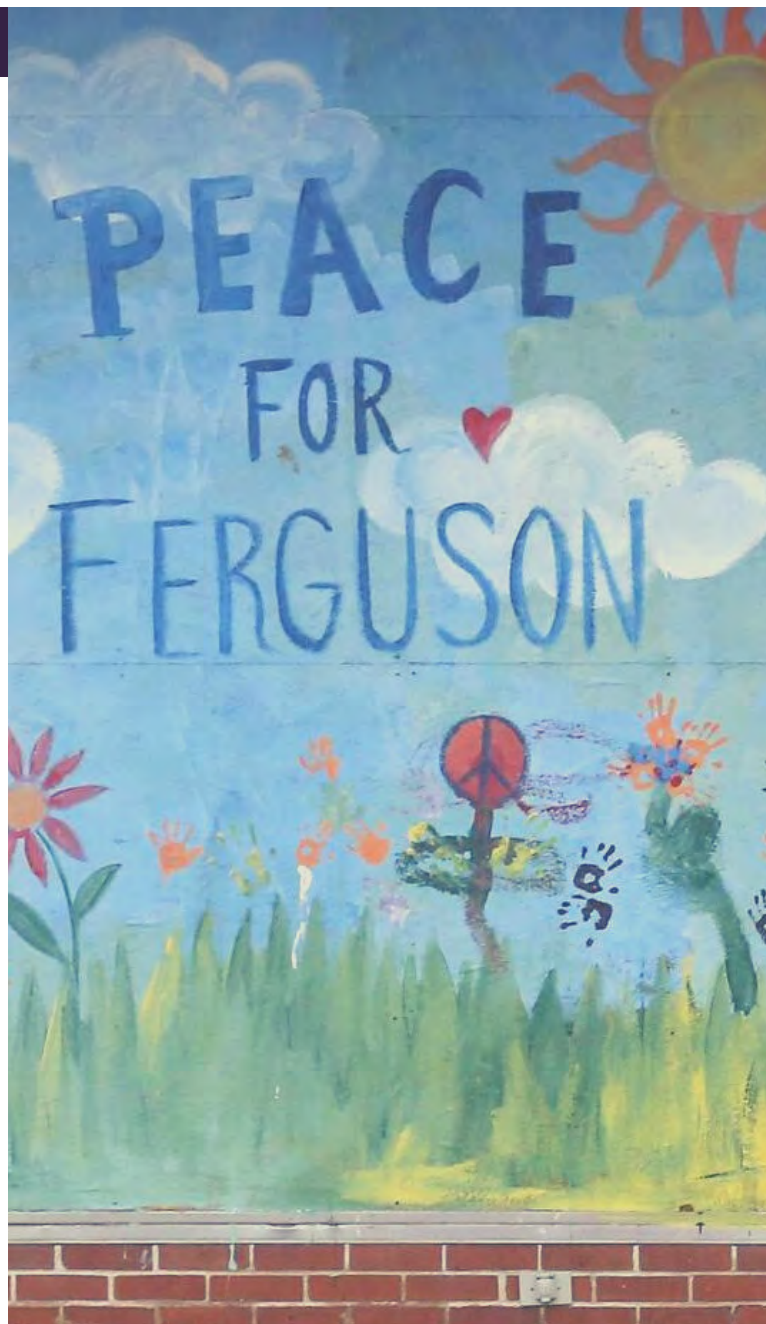




**"I wanted to look back at this time
and regret saying 'yes' too much
instead of saying 'no' too much,"-
Scott Bonner, Director, Ferguson
Public Library**

LIBRARY RESPONSE

- Intentionally stayed open as "quiet oasis"
- Partnered with teachers to provide educational alternative to closed schools
- Facilitated community conversations
- Grew new civil rights collection
- Created healing kits with info on mental health
- + more!



PIE MADE IN FERGUSON

MICRO

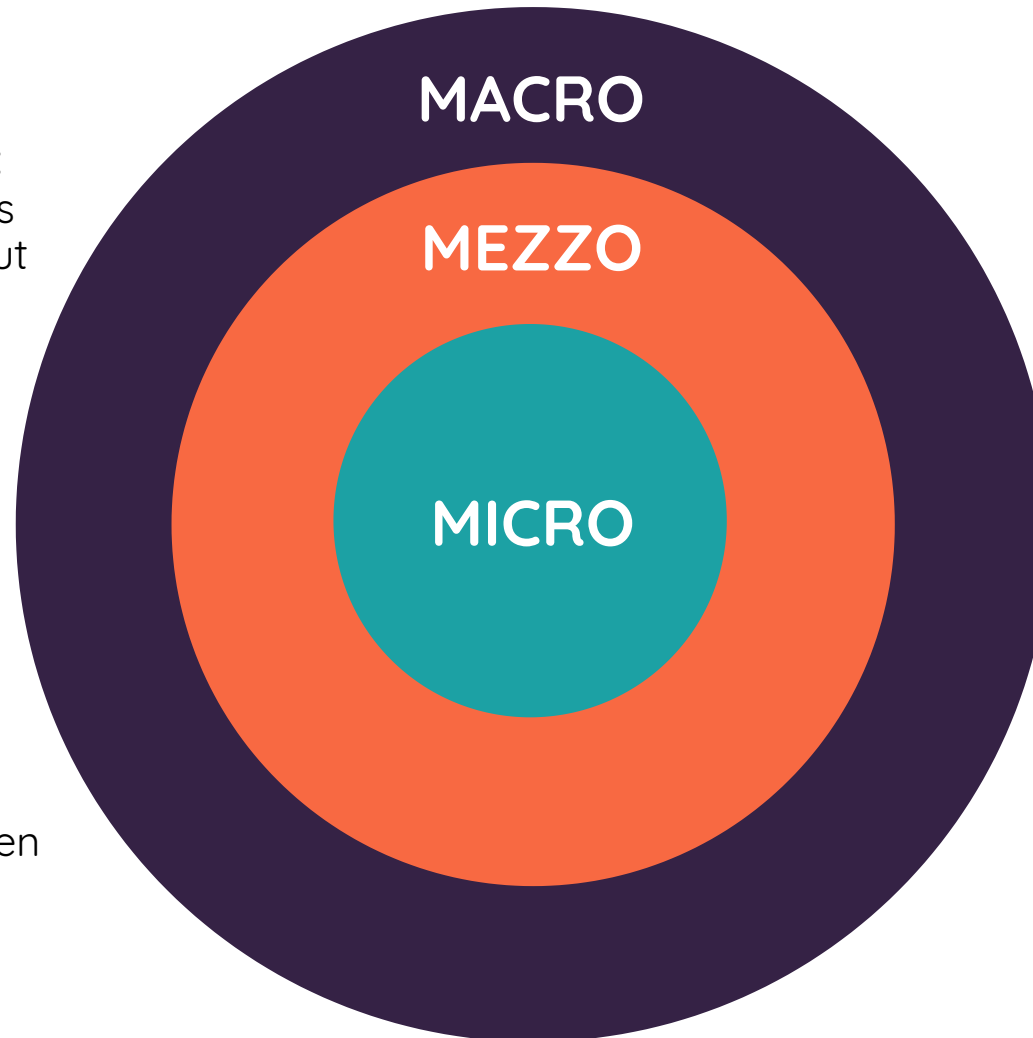
Working with the individual:

- Healing kits to check out
- Expanded civil rights collection

MEZZO

Branch-level influence:

- Library open as "quiet oasis"
- Provided alternative education



MACRO

MACRO

Social change:

- Fostered community conversations
- Grew and published resources for other libraries



01

PATRONS

Patrons are influenced by the social systems with which they interact.

02

LIBRARIES

Libraries have a place in those social systems.

03

STAFF

Library staff members are influenced by all of this, too.

WHAT'S NEXT?

- 20% discount on book through website
- Sign up for email list
- Upcoming online workshops: MN, DE/MD, online course Nov-Dec 2020
- Addl resources & contact via site

WWW.WHOLEPERSONLIBRARIANSHIP.COM

