WHOLE PERSON LIBRARIANSHIP

Structured Empathy on the Front Lines

MLA ANNUAL CONFERENCE
ST. CLOUD, MN
FRIDAY, OCTOBER 12, 2018

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ABOUT US

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A BUFFET OF APPETIZERS

- What is Whole Person Librarianship?
- Library-Social Work Collaboration
- Person-in-Environment
- Cultural Humility
- Boundaries
- Q&A
WHO'S IN THE ROOM?
Library social worker helps homeless seeking quiet refuge

January 28, 2015 at 6:20 PM EDT

Meet the nation's first full-time library social worker. Instead of trying to keep homeless residents from taking shelter in the urban havens of public libraries, San Francisco has adopted a new approach employing a trained social worker at the city's central library in an effort to help homeless people access the support they need.

Seattle sticks to Obama-era police reforms amid review

Silicon Valley investors under scrutiny for harassment
PRACTICE
Library-social work collaboration in library settings

PRAXIS
Concepts of social work applied to library practice
"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
CURRENT COLLABORATIONS

With contributions from Sarah Johnson, LMSW, MLIS
Reference Librarian, Hunter College, NY

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COLLABORATION

Service Providers
SW Interns
Third Space
Community Based Librarians
Boundary Setting
Partnerships
Social Workers
Homeless Outreach
Mental Health

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RELATIONSHIPS ARE THE NEW REFERENCE COLLECTION™
"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
PERSON-IN-ENVIRONMENT
A core concept in social work, person-in-environment (PIE) is an approach for analyzing, describing and assessing human behavior.
PIE SPHERES OF INFLUENCE

MACRO

MEZZO

MICRO

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PIE SPHERES OF INFLUENCE

MICRO
Aspects unique to the individual:
- health
- disposition
- ethnicity
- gender
- spirituality
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Immediate influencers:
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MACRO
Large social forces:
- politics
- culture
- structure of society

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A SLICE OF PIE: TRAUMA-INFORMED CARE

Trauma-informed care encourages a focus beyond human behavior, to the causes of that behavior.
THE RISE OF TRAUMA-INFORMED CARE — FROM SAN DIEGO TO KANSAS CITY

https://www.youtube.com/watch?v=AnBEROaeiak
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A SLICE OF PIE: TRAUMA-INFORMED CARE

Why is it only a slice? People are far more than their trauma!
PERSON-IN-ENVIRONMENT

It’s important to recognize that PIE doesn’t predict behavior, it helps us understand and explain behavior.

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"[Our SW intern] has been really surprised to discover that it's very, very often the folks that she assumed would not need social services who do end up stopping by her drop ins. So, I guess just thinking about ways to broaden the scope and not stereotype folks based on their appearance because it's really impossible to tell who is in need of services and who isn’t."

-Public Library Outreach Manager
CULTURAL HUMILITY

A step beyond cultural competence. “Those who practice cultural humility work to increase their self-awareness of their own biases and perceptions and engage in a life-long self-reflection process about how to put these aside and learn from clients.” (Hohman, 2013)

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CULTURAL HUMILITY: SOCIAL WORK

- Client as the expert in their own life
- Supervision to check our own biases
- Moving away from the “checklist” in social work education and focusing on historic and current issues of oppression, privilege and discrimination

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CULTURAL HUMILITY: LIBRARIANSHIP

• Cultural humility is an approach, not a result
• Trust patrons while you build relationships with them
• Remember that you can be an expert in some areas and a novice in others
"These folks went to library school, not social work school, and then they are kind of thrown in an urban setting 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
TWO UPCOMING OPPORTUNITIES

ASCLA (ALA) Online Course
March-April 2019

Book forthcoming June 2019

Info on both at wholepersonlibrarianship.com

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THANK YOU

resources/contact are available at:

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