

Engaging Patrons Experiencing Homelessness

Serving Patrons Who Are Houseless



“For me, the library is like a refuge. It’s a place where I can go to be peaceful and have some space.”

Houseless Seattleite



What brought you here today?

WHAT WE'LL COVER

Background

- Some statistics
- Common misconceptions

Engaging Patrons Experiencing Homelessness

- Gather knowledge: Listen to different needs
- Evaluate: Ask where there are inadvertent barriers
- Foster Inclusion: Welcome patrons inside and outside of the library
- Make a plan: Act
 - Know resources
 - Develop partnerships and coalitions
 - Communicate and Advocate

Discussion



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Compare Libraries

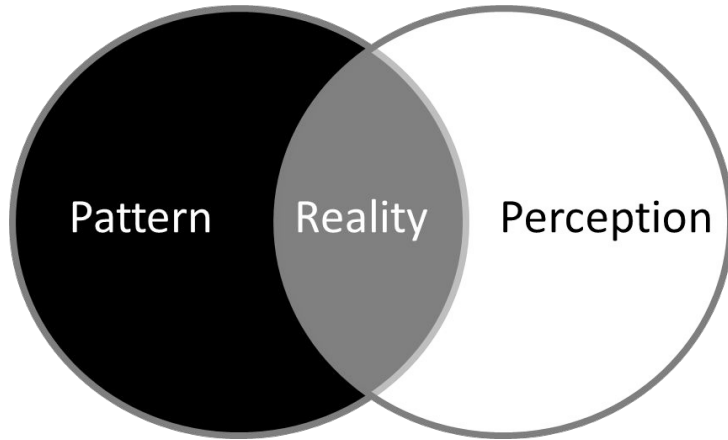
	Bellingham Public Library	Spokane County Library District	Seattle Public Library
# of locations	3 buildings, 5 pick-up and/or drop-off locations throughout the city pop. 86, 720 (2017)	11 locations, serving multiple cities, school districts, and 270,000 residents	27 locations
FTE	47.5	130	540
Annual Budget	Approx. \$4.6 million	\$12.4 million	\$82.4 million

Key statistics on homelessness in WA

In 2017, **122,000 houseless people** received housing assistance or services in WA

	Whatcom County	Spokane County	Seattle	Washington State
Population in 2017	221,404	499,800	704,000	7,405,743
Point in Time Count of Homeless Residents	742 in 2017 816 in 2018	1,090 in 2017 1,244 in 2018	11,643 in 2017 12,112 in 2018	21,112 in 2017 22,416 in 2018

Misconceptions



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You can tell who's unhoused

They're not from here

Being unhoused is a choice

It's a waste of limited tax payer funds

Engaging patrons
experiencing
homelessness



SPL Bookmobile at Othello Tiny House Village

Listening Circle at Real
Change



LISTEN

EVALUATE

- Review policies, procedures, and practices
 - Recommend changes
 - Limited Use Cards
 - Discuss exceptions
 - Fine forgiveness

PROCEDURE

SPOKANE COUNTY LIBRARY DISTRICT

SUBJECT: USER PROFILES AND DEMOGRAPHICS
COVERAGE: Libraries, Departments
SOURCE: Public Services
ORIGINATION DATE: 5/22/2002

NUMBER: 500.004
RESPONSIBLE MANAGER: Stumbough
AUTHOR: Rice
REVIEW/REVISION DATE: 8/20/2018

Purpose

This procedure provides information on each user profile as well as details on how to enter the profile and demographic information during customer registration.

Purpose of 08/20/2018 revision

Add information on Limited Profile. Changes proposed documentation from requests to customers.

Limited Profile

This profile is used for customers of all ages who are unable to provide address verification due to housing uncertainty, but wish to check out materials. Customers under 18 may be issued a LIMITED card if their parent or guardian is present with ID.

The profile is not intended to replace our Internet Only, Unverified or ChildOnly card profiles. It is specifically for customers who are uncertain where they will be staying from day to day. This may be due to homelessness or another situation where the customer is not able to provide any kind of street address verification.

Applicants need to present picture ID and tell us an address where they can receive mail. This does not need to be a street address, but hopefully a place where they can receive mail. It can be a PO Box or some other location where they can receive mail now. This might be inside the city limits at a shelter location such as the House of Charity, Union Gospel Mission or General Delivery at a specific post office. Verification of the mailing address is helpful, but not required. As with all of our cards, library supervisors and managers will assist if there is a situation that does not fit this parameter.

...

LIMITED cards allow two items checked out at one time. Items must be checked in before new checkouts are allowed. Let the customer know that they should bring their returns to the desk for immediate check-in instead of putting them in the book drop if they wish to check out more items the same day.

The card is blocked from additional checkouts if an item is one day or more overdue or \$10.00 or more is owing on the card. Limited Profile cards will not be referred to the collection agency.

Cards will expire in one year.

A stylized, high-contrast black and white background graphic. It features several geometric shapes, including a large circle with diagonal hatching, a square with internal hatching, and various angular, blocky forms. The style is reminiscent of mid-century modern or graphic design. A solid black horizontal bar is superimposed over the center of the image, containing white text.

**How do the policies and programs at your library
impact unhoused patrons?**

INCLUSION

Creating a welcoming and safe space

- Staff habits
 - Learning names, building relationships
- Rules of conduct
 - Do they disproportionately affect houseless patrons?



INCLUSION - through outreach



Storytime at Open Doors (family shelter)

INCLUSION - through outreach

- **Let communities lead**
- Be a good guest
- Acknowledge the power difference
- Be consistent
- Strengths-based
- Relationships, relationships, relationships! :)

Monthly outreach to Seattle Tiny House Villages and encampments



INCLUSION - Appropriate, timely and current information & referral



Opportunity Council

The community's main hub for all services



Whatcom Literacy Council

Free literacy tutoring



Homeless Outreach Team

Connecting people on the street to services



YMCA

shower pass program



Light House Mission Drop-In Center

24/7 low barrier shelter

Homeless Housing Coordinated Entry

Individuals without children
experiencing homelessness, please visit
SNAP for an assessment.

SNAP
212 S. Wall St.
509-456-7627, Option 1

Families with children,
please visit Catholic Charities
for an assessment.

Catholic Charities
19 W. Pacific Ave.
509-325-5005

General Resources

If you are having an emergency, call 911.

Spokane County Detox
509-477-4650
Community Court at the
Spokane Public Library
906 W. Main Ave.
(Mondays)
Crime Check
509-456-2233
Domestic Violence
326-CALL
Spokane Transit
Authority
325-RIDE
First Call for Help
107 S. Division
509-838-4651
CHAS Health Clinic
1001 W. 2nd Ave.

Call 211 for additional resources

If you have ever served in the military,
please call 509-828-2449.



Downtown Spokane Homeless Resources Pocket Guide

Emergency Shelter

Free Meal Sites

Drop-In Day Centers

General Resources

Coordinated Entry

Emergency Shelter

House of Charity
32 W. Pacific Ave.
509-624-7821
Union Gospel
Mission for Women
& Children
1234 E. Sprague Ave.
509-535-0486

Hope House for
Women
111 W. 3rd Ave.
509-455-2886
Union Gospel
Mission for Men
1224 E. Trent Ave.
509-535-8510

Crosswalk for Teens
525 W. 2nd Ave.
509-838-6596

YWCA Shelter for
Domestic Violence
509-326-2255

Drop-In Day Centers

Women's Hearth
City Gate
170 S. Madison St.
509-455-9670
920 W. 2nd Ave.
509-455-4249

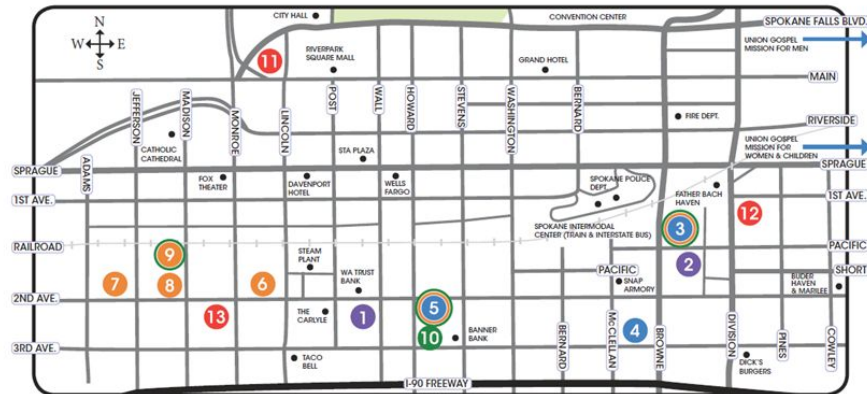
Mid-City Senior
Center
(Age 60+)
1222 W. 2nd Ave.
509-747-3257
House of Charity
32 W. Pacific Ave.
509-624-7821
Crosswalk for Teens
525 W. 2nd Ave.
509-838-6596

Cup of Cool Water
(Age 22 and under)
1106 W. 2nd Ave.
509-747-6686

Free Meal Sites

Breakfast			
Crosswalk for Teens	Every Day	9:00 - 9:30am	
Shalom Ministries	Mon - Thu	7:30 - 8:30am	
House of Charity	Tue - Sun	7:30 - 8:30am	
Lunch			
Crosswalk for Teens	Every Day	12:00 - 12:30pm	
Union Gospel Mission	Every Day	12:00 - 12:30pm	
House of Charity	Tue - Sun	11:00 - 11:30am	
Dinner			
Crosswalk for Teens	Every Day	6:00 - 6:30pm	
Union Gospel Miss.	Every Day	5:30 - 6:00pm	
The City Gate	W, Fri - Sun	7:00 - 8:30pm	

Go to SNAP or House of Charity
for a full list of meal sites.



Homeless Housing Coordinated Entry

- SNAP (212 S. Wall St.)
- Catholic Charities (19 W. Pacific Ave.)

Emergency Shelter

- House of Charity (32 W. Pacific Ave.)
- Hope House for Women (111 W. 3rd Ave.)
- Crosswalk for Teens (525 W. 2nd Ave.)
- Union Gospel Mission for Women & Children (1234 E. Sprague Ave. - Not pictured)
- Union Gospel Mission for Men (1224 E. Trent Ave. - Not pictured)

Drop-In Day Centers

- Women's Hearth (920 W. 2nd Ave.)
- Mid-City Senior Center (1222 W. 2nd Ave.)
- Cup of Cool Water (1106 W. 2nd Ave.)
- City Gate (170 S. Madison St.)
- House of Charity (32 W. Pacific Ave.)
- Crosswalk for Teens (525 W. 2nd Ave.)

Free Meal Sites

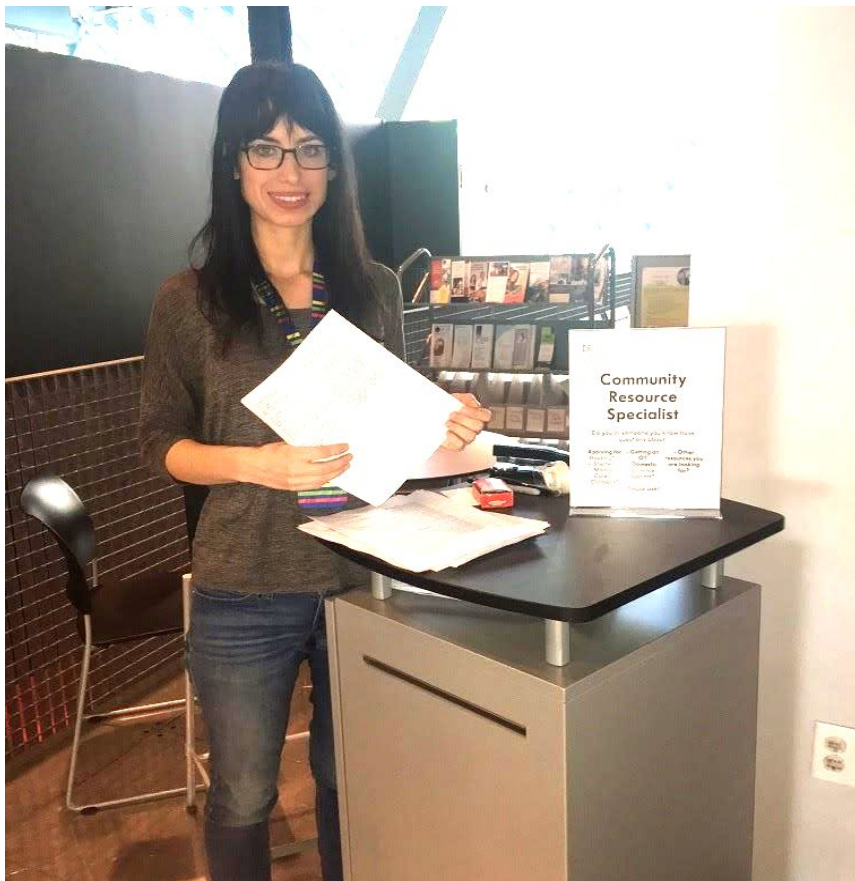
- Crosswalk for Teens (525 W. 2nd Ave.)
- Shalom Ministries (518 W. 3rd Ave.)

Free Meal Sites cont'd.

- House of Charity (32 W. Pacific Ave.)
- Union Gospel Mission for Men (1224 E. Trent Ave. - Not pictured)
- City Gate (170 S. Madison St.)

General Resources

- Community Court at the Spokane Public Library (906 W. Main Ave.)
- First Call for Help (107 S. Division St.)
- CHAS Health Clinic (1001 W. 2nd Ave.)



INFORMATION & REFERRAL:

Community Resource Specialist



COALITION BUILDING & PARTNERSHIPS



HOMELESS CONNECTS, SPOKANE & BELLINGHAM

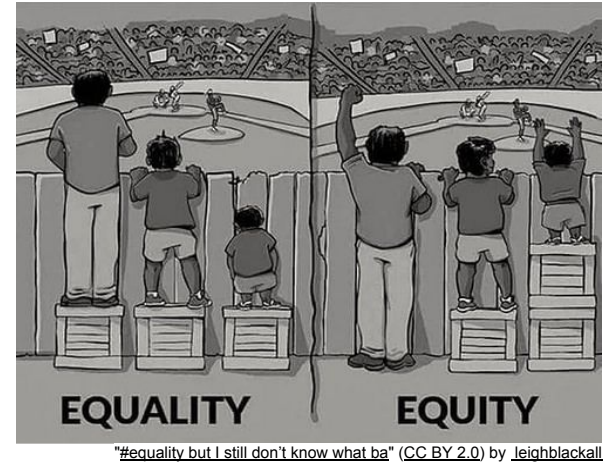
COALITION BUILDING & PARTNERSHIPS



ADVOCACY: With staff

Make room for conversation. Help staff:

- Perceive the humanity of patrons who are unhoused
- Identify or recognize personal or institutional bias
- Provide ongoing training that allows for reflection
- Remember or familiarize themselves with the core values of libraries as stated by the American Library Association



<http://www.ala.org/advocacy/intfreedom/corevalues>

ADVOCACY: in the larger community



“A Community Talk About The Jungle” - panel featuring current and former residents of an unsanctioned tent community in Seattle.

Hosted in partnership with KUOW public radio & the Real Change Homelessness Empowerment Project.

Making a plan: serving unhoused patrons

- How can your library intentionally listen to unstably housed people?
- What are you already doing that is working?
- How can you expand, enrich, or deepen those services?





“Curiosity keeps leading us down new paths”

Walt Disney

Resources

- [Rubric for serving encampments](#) (Seattle Public Library)
- [All Home King County](#) - great infographics, especially on racial disparities in homelessness
- [Building Changes](#) - policy resources, training materials, and much more
- [Schoolhouse Washington](#) - data & analysis on student homelessness; [Know Your Rights](#) student toolkit
- [Housing Development Consortium](#)
- [The Librarian's Guide to Homelessness](#) by Ryan Dowd (book and website)
- [National Alliance to End Homelessness](#)
- [Washington Low Income Housing Alliance](#) - many tools for education and advocacy, including this great [mythbusting sheet](#)
- ["Homelessness in WA."](#) a 2017 report by the Department of Commerce
- [A Way Home Washington](#) - preventing & ending youth/young adult homelessness
- [Invisible People](#) YouTube channel
- [ALICE](#) - **A**sset **L**imited, **I**ncome **C**onstrained, **E**mployed (info on working poor)
- [United Nations report](#) on extreme poverty & contempt for the poor in the United States
- [Washington State Budget & Policy Center](#) - studies and data on income inequality in WA

More questions, comments, ideas? Connect with us:

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