

What are the Barriers?

1. Knowledge of staff of where to refer people / Lack of extended staff support to assist where required services referred to libraries i.e. My Gov, Passports etc. / Lack of skills and training required to deal with anti-social behaviour
2. Customer knowledge that services exists / Awareness of knowing where to go for a first point of contact to find help / Personal hygiene/ Lack of awareness of library service/ fear of losing possessions
3. ID – no physical address/ emancipated minor / paying for printing/ temporary memberships
4. Cultural barriers/ Literacy / English second language/ Language barriers
5. Lack of digital literacy / Risk of self-serve technology not being accessible to all
6. Physical Access / Can't physically get to library/ transport to the library/lack of any transportation to get to service providers/ returning of items when moving from place to place/ data collection tips since people moving around/ Parking, not many free bays / Restricted or paid parking
7. Money / Cost for services i.e. printing/ paying for temporary memberships , PC Guest passes/ Past fines / Fines for late and damaged items on cards – restrict computer access (this also falls under Bureaucracy Canvas)
8. Members with Carers

Useful links re homeless services in libraries, and reports, for those who couldn't attend:

Regional Homelessness Plan 2018/19 – 2021/22 Ops meeting notes. City of Joondalup & City of Wanneroo: <https://www.joondalup.wa.gov.au/wp-content/uploads/2019/03/Regional-Homelessness-Plan-Final-for-Web.pdf>

Hardship and Homelessness Services / City of Joondalup (useful fact sheets to use as a base): <https://www.joondalup.wa.gov.au/wp-content/uploads/2019/03/Hardship-and-Homelessness-Services.pdf>

Homeless services in the inner-city (City of Perth brochures, homeless sector review): <https://www.perth.wa.gov.au/live-and-work/community-services-and-facilities/homeless-services>

IFLA Guidelines for library services to support people experiencing homelessness: <https://www.ifla.org/publications/node/12642>

Directions paper for the 10 year strategy on homelessness Western Australia 2019 – 2029: <https://www.communities.wa.gov.au/wa-have-your-say/homelessness-strategy/>

Homelessness Australia (useful fact sheets): <https://www.homelessnessaustralia.org.au/>

Videos about how to interact with people experiencing homelessness, at your library:
<https://www.youtube.com/channel/UCnSA9yKFJNKLzG49aiSVw>

Six videos:

- 1: Welcome to the Mental Health Initiative Video Series
- 2: Establishing a Positive Staff Culture Around Mental Health
- 3 The Do's and Dont's of Interacting with Patrons Affected by Mental Illness
- 4: How to Establish Positive Relationships with Disruptive Patrons
- 5: Exploring Compassion Fatigue
- 6: Successfully Addressing Customer Complaints About Patrons Affected by Mental Illness.

Youtube has a series of videos called Hidden Homelessness.

ABS stats are available re homelessness.

Canadian libraries have a great website called Library Hubs Meeting Community Needs: <https://www.libraryhubs.com/staff-training-modules>

<p>A. Tell us about your idea Ideas for working with and managing barriers around of those who are homeless and disadvantaged (numbers co-relate with issues as per previous page) :</p> <p>1. Directory of Services – refer to Ask Izy</p> <p>1. Printed pocket size directory of essential services as per the City of Mandurah.</p> <p>1. Buy Ryan Dowd’s book – sign up for emails, <u>provide training</u></p> <p>1, 2. Apply for Grant funding so staff person can help – could be social worker, volunteer from Homeless services.</p> <p>2. Partner a homeless service to promote library services</p> <p>2 . Outreach services to shelters, soup kitchens, medical etc.</p> <p>2. Opportunities for mobile ablution facilities/clothes washing -> then can link in to assist and identify needs for individuals.</p> <p>3. New membership category of ‘No fixed address’; ID required, no address details required (most people will be able to prove who they are just not where they live); Library address will be used for correspondence but email and mobile numbers will be obtained from the customer if they have them; 2 loans for 4 weeks ; Computer access</p> <p>3. Membership for disadvantaged – limit number of items - low risk</p> <p>5. Digital literacy – support as needed, on demand, when they need it.</p> <p>5. Computer access, as per 3. New membership category</p> <p>6. Keep the items at the library for the 4 weeks if customer prefers not to take them or they can take with them; Customer still responsible for payment for loss or damage – we will allow part payments over a 3 month period while still allowing them to use the card; Monthly pop up library’ at the Salvation Army; Lock box at the Salvos for people to return their items, staff will attend regularly to collect; Pop up library during homelessness week to advertise</p>	<p>B. What do you need to do to make it happen? What are the key steps or the most important things that must happen to support the Value Proposition behind your idea and make it happen?</p> <p>Training Promotion and marketing</p>	<p>C. Value Proposition</p> <table border="1"> <tr> <td data-bbox="1210 210 1670 598"> <p>Users</p> <p>Describe the users who will benefit from this e.g. specific customers, staff, partners etc.</p> </td> <td data-bbox="1670 210 1923 598"></td> </tr> <tr> <td data-bbox="1210 598 1670 1276"> <p>Challenge or Idea</p> <p>Describe the challenge/ problem that your idea will solve</p> <p>Describe the current situation e.g. why the current system/process is not working</p> </td> <td data-bbox="1670 598 1923 1276"></td> </tr> <tr> <td data-bbox="1210 1276 1670 1766"> <p>Solution or Opportunity</p> <p>Describe how this idea adds value.</p> </td> <td data-bbox="1670 1276 1923 1766"></td> </tr> </table>		<p>Users</p> <p>Describe the users who will benefit from this e.g. specific customers, staff, partners etc.</p>		<p>Challenge or Idea</p> <p>Describe the challenge/ problem that your idea will solve</p> <p>Describe the current situation e.g. why the current system/process is not working</p>		<p>Solution or Opportunity</p> <p>Describe how this idea adds value.</p>		<p>D. Describe the value that your idea can add to your business. Describe if the values are financial, social, environmental or other.</p> <p>Attachments from guest speakers: Thomas Wood from Kwinana; Julie Forrester, Joondalup & Natalie Lynch, Wanneroo; and Nicole Thompson, Wanneroo.</p> <p>Improved awareness & reputation = better usage (better funding, possibly?) Improved reputation, less fear/anxiety /uncertainty about using library services.</p> <p>Improved reputation through empathy / tolerance, inclusiveness and social inclusion.</p>
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<p>E. Who do you need to work with to make it happen? What areas of the business need to be engaged and have to support your idea?</p> <ul style="list-style-type: none"> From relevant depts. of State Govt.e.g. Human Services ALIA – Could support recommendations for consistency Local community groups /service providers, Community Development SLWA PLWA 	<p>G. What assumptions need to hold true for your idea add value to your business? Describe if there are certain assumptions that are in place for the idea to add value e.g if certain expertise is available, IT requirements remain the same, etc.</p> <p>Assumption that all library services are delivering same message /interested in cross –promoting all public libraries</p>									
	<p>F. What resources do you need to make it happen?</p> <p>Staff Funding Well trained approachable knowledgeable staff</p>	<p>iTeam Supporter:</p>								