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Hello and welcome to today's webinar. We are dedicated to bringing you the best impractical library training and improving information access for the public by improving the skills of library workers. InfoPeople is supported in part under the provisions of the Library services and technology act administered in California by the State librarian. Today's webinar is entitled handling challenging situations. What do I do now? Part two. Where prisoners are Karen Strauss, Leah Esguerra and Kathleen Lee. Currently, the acting chief of the San Francisco Public Library main library, Karen Strauss has been outreach librarian and manager. She wants to program of volunteers taking library materials to patient's home loan with HIV aids and coordinated the operations of library community service directory. Leah Esguerra is a license and manage therapists for the San Francisco Department of Public health and she works at the San Francisco Public Library's main library as a psychiatric social worker. Buyer to her assignment in 2009, she worked at a community mental health clinic in San Francisco for eight years treating the severely mentally ill and chronically homeless. Kathleen Lee has been health and safety associate at the San Francisco Public Library since October 2010 before which she and her partner owned a painting restoration business in Sacramento. During the economic downturn in 2009, they lost the business and became for the first time homeless through services provided by the city and County of San Francisco, she and her partner since been able to recover from homelessness. Through her training as a health and safety advocate, Kathleen was hired as a counselor at the local shelter just this year, came full-time employment with the homeless outreach team. She continues to work as a part-time health and safety advocate at the library. I am now happy to turn the webinar over to Karen Strauss.

Hi, good afternoon, everyone. Thank you for being here . For those of you who joined us last week, welcome back, and for those who are joining us for the first time, welcome. So once again, this is Leah Esguerra. Please allow me to review with you what we talked about last week, which is limit settings . Leslie the top of the definition of limit setting, which means providing direction to patrons in situations where the patrons might be confused and disorganized in their thoughts, speech, and behavior. This providing guidance using a reasonable amount of time and attention while also using a range of interventions that are respectful, welcoming, and sometimes firm. Last week we talked about why it's important to set limits. There are so many different reasons why it's important to set limits, but I think for me the most important one is that it is very good for our mental and emotional health when we are setting limits. It prevents us from feeling drained at the end of the day and allows us to manage our frustrations or anger instead of just losing control.

Another thing we talked about last week is how to set limits. It is important to be brave in setting limits, because it is important to take a risk that we might offend the patron or if he or she may not be happy with our response. Limits should be clear, make sure the patron understands what we want him or her to do . Respectful. We have to be respectful at all times. Appropriate. Appropriate means knowing when to be gentle and when to be firm and tactful. And let's remember that kindness goes a long way. Before I introduce you to another -- to one of our successful health and safety Associates who will talk

about their own experience of overcoming homelessness and give us pointers , let me tell you briefly about the San Francisco Public Library health and safety Associates program. I'm going to repeat it. HaSA for sure. One of our goals was to bring on board formally homeless people to average patrons who were using the library and appropriately. So can I please ask you to -- let's have our first poll, please. The question is, when you find patrons using the bathroom, the bathrooms to shower, bath, or laundry facilities, what do you do? Thank you for your participation. So it seems like the popular vote is direct the bathers and wanders to community agencies. So let me tell you the idea behind the program. Health and safety Associates. It's a mouthful, so we call them HaSA for sure. The San Francisco Public Library was discovered by the free

-- some behaviors include bathing, doing drugs, and behaviors that cause problems for librarians. We actually have an article coming up. So here is the article. When I first started, they asked me to develop and supervise the health and safety associate programs for the collaboration with the San Francisco Department of public health. In 2009, we shared our very first HaSA. So who are what are HaSA -- so cool or what our HaSA? They have first-hand experience of homelessness and other issues often associated with homelessness such as substance abuse, mental health issues, chronic typical health issues, and/or trauma. Not all of them might have experienced to all of this. It is possible that they have experienced one or the other or all of the above. They have experienced how it is to slip on the part, have gone to free eats for meals, possibly motive treatment for abuse treatment, possibly are under the care of an outreach team, or are in the care of other teams. Despite the challenges, they have overcome homelessness and other issues. Now we see why they are the perfect folks to treat patients at the library might seem homeless or needing services. Just a quick overview so we can understand the program more. The positions are part-time paid internship positions. The duration is from six to 12 months, sometimes a bit longer. Currently, there are four positions. One female and three males. There are three shifts. Morning, afternoon, and evening. So we are covered pretty much the whole day on weekdays only. What do they do? When the program first started, the rules were limited to monitoring the bathrooms for an appropriate activities , reporting illegal activities to security staff such as drug use, sex and the bathrooms, or even fighting or screaming . They approach the patrons and offend -- in a friendly way, inform them that bathing, brushing their teeth, et cetera, are not a lot of the library. They provide resources such as free eats, shelter, free showers, and informed them the full librarian is a social worker that might be able to further help, housing.

At this point, I'd like to take the opportunity to answer a question that was asked last week by 1 of the participants. The question is, when do staff call the social workers, now that I've introduced you to the HaSA person, versus going directly to the library staff? One of the first things that I help the staff understand is that first I do not implement rules. The reason behind this is I need to be neutral, and I need for patrons to be able to trust me. If I am an enforcer of the rule, then it's conflict of interest on my part. They are not security staff. They function as outreach workers who will support the staff and clients and maintain a healthy and safe environment. Pretty much

they are an extra set of eyes and ears. However, when staff feel unsafe addressing a violation of the guidelines for behavior which can -- which Karen

talked about last week, including potential or violent or potentially violent situations. This is the situation when they call security.

Going back to the HaSA. If they found a patron using drugs in one of the restrooms, they will not confront the patron because they are not security and we don't want to put them in harms way. They will inform the security through the radio they carry. Security will respond and perform their duties. Whether the citation or whatever they need to do. Security will then ask the patrons if you're she would like to talk to the social worker or the HaSA for counseling, housing, or whatever social services support they need. I often encourage and remind security staff to call me if they feel that the patron might benefit from social services. The security also calls me when a patron is a danger to himself, herself, or others. My role is to ensure that the patron is safe before leaving the library or has adequate support to address his or her crisis such as a friend or family member to talk to after leaving the library or have information on where to get counseling or medication. However, if ISS that the person is unsafe, I have to put the patron in a hold, which in California -- I'm not sure about other states -- it is a legal process to prevent person on involuntary hospitalization for 72 hours. Actually, I am one of the County designated city employees to be able to do a 5150 hold. Once again, the main purpose for doing this is to make sure that our patron is safe and receives adequate treatment. These incidents are actually very rare at the library. I don't do this often.

What I encourage the staff to do, they're so much to remember, so many rules to remember. What I encourage the staff to do, aside from violent or potentially violent situations, I tell them when in doubt, please call me. I'm always here to assist. During the early days of the HaSA program, it became very obvious to me that they have so much more to offer than just monitoring the bathrooms, which we will all agree is not the most -- which are not the most pleasant place in a beautiful library. I have observed that the patrons, -- I have observed that the patient -- but the patrons would seek out the HaSA. Part of the training is to be able to tell them your story when appropriate and when it's going to benefit the patrons they are helping. And with their stories -- with their personal stories, they give the patrons hope, and they serve as living examples that it is possible to get out of homelessness, drugs, or recover from mental illness. Then I thought, hey, why not turn this into an opportunity to arm them with skills that they can use beyond the internship at the library. With the help of the Department of public vocational coordinator, while performing their duties, they were learning how to become peer counselors and outreach workers at the same time.

I have assisted about 100 patients since 2009. Approximately, a thousand patrons have been helped. HaSA outrage is between one and six people per day. They find patrons using the bathrooms and consult them. They also alert the custodian of the bathroom needs to be cleaned. Because of this, there is a noticeable decrease in the appropriate use of bathrooms. They assist the library staff in dealing with patrons for needs that are nonlibrary related but needing social services instead. They are able to effectively outreach some of the patrons in ways that I could not, despite my training by sharing their first-hand experiences. So they can relate to them. With their newly acquired skills, the program has proven to be an effective and successful training ground and preparing them for life after the library. Without really planning it, the program has also become a vocational training program. Some of our farmers are now employed full-time or part-time as counselors, and one

pursued his dream to become an assistant chef or working in the culinary world.

So what is the significance of all of this? The HaSA program is very unique to San Francisco, but what is the significance? Aside from wanting to share with you about our successes, and thank you for listening, we have so much more to learn from them. They actually taught me many things that I would not have known, despite my education in the social work field and professional experiences. The HaSAs hold the tricks of the trade. As a social worker, I can only tell the page in the hours of the shelter and where they are located. But I have heard the HaSAs actually say or tell a patron, you know, the shelter opens at 7:00 in the morning, but I used to sleep there, so I was the first in line and I got first dibs on getting a 30 day bed instead of just an overnight bed. This is information I would not have known myself. And another thing, I called this a happy serendipity. Homelessness, mental illness, or substance abuse takes away people from their families and friends. The HaSAs have found and build their own community of support. Once a month we have a staff meeting where we let our hair down, talk about challenges and successes at work over food. San Francisco being a food city, we have to try. And before I introduce Kathleen, please allow me to leave you with something to think about. I would like to invite you to please participate in our next ball. Do you know and believe that it is possible for people to recover from homelessness, alkyl is him, or mental illness? Thank you for your participation. Very inspiring and hopeful. The patrons that we have health of the library and the HaSAs have proven that it is very possible. Many of them had lives before homelessness and can still have life after homelessness. There are many faces of homelessness, and they have put a different face to the homelessness that is different than what we are familiar with. I am referring to the disheveled and chronically mentally ill people we see on the street. With the poor economy, there are the newly homeless who used to be homeowners for decades. After losing their jobs and using up their savings, they have no choice but to go to shelters or the streets. Many of them don't want to burden their families. Have met former teachers, met a registered nurse, computer programmers, a doctor doing work at the library as a social worker. They found themselves facing homelessness for the first time in their lives for many different reasons. Job loss, poor health, sudden depression, alcohol abuse. Sometimes we just cannot tell at all if the person is homeless. When a patron who overtime has developed a good relationship with many of the staff at the San Francisco Library, the staff described him as very intelligent and kind. I knew that he was homeless, but much of the staff did not. They were shocked to find out when they found out that he suddenly passed away at a homeless shelter. I have so many stories to tell you. As much as there are so many sad stories related to mental illness, substance abuse, and homelessness, there are also many stories of endurance and success. The HaSAs service in the four years that I've been here at the San Francisco Public Library, I have probably watched these guys over, and recover from homelessness to make positive contributions to our society. Thank you for listening. On a happier note, I would like to take this opportunity to introduce Kathleen, one of the health and safety Associates. She will tell us her story.

Thanks, Leah. Good afternoon. As Leah said, my name is Kathleen. I'm the senior health and safety associate at the main San Francisco Public Library. I'm going to tell you my story today, and in doing so, I hope to illustrate the value and success of the HaSA program. How it has impacted my life and

the lives of many others as well. I'm going to begin with a little personal history. However, my way to the library program in the first place. My hope is not to bore you but to leave each of you with something of value for yourselves and your library community. Prior to 2008, I lived in Sacramento, California in a two-bedroom house with my partner of 29 years and I that had been renting for the past seven years. From our home, we had ran a relatively successful business in painting and home restoration. Women's to live comfortably in spite of a 15-year addiction. I pretty much resigned myself to living with it for the rest of my life. I've tried to many times to count to free myself from it, all attempts unsuccessful. So when in October of 2008, I had no idea that life as I knew was coming to a close. We were refinishing wood cabinet in Sacramento when we finish that job on Halloween day, that was the last work we would ever have. It took me a while to realize what was happening, how the economic downturn was having an effect on me personally. Nothing like that had ever affected me before, so the realization was slow and coming and hard to recognize, let alone accept. But when clients that we had had annually for years began literally begging off due to uncertainty, it became apparent that we were in real trouble. A neighbor of mine encouraged me to apply for food stamps and cash aid. This would be our first experience with social services. The food stamps were great. They were really helpful, but the \$160 per month for three months of year that Sacramento County offered was not much help. So over the next several months, we sold our home and our business piece by piece. Until we were one car, two women, and a coon hound pup. We took what was it -- but would fit in the back of our small station wagon and drove away from her home. This was June of 2009. I don't know if you know anything about summer in Sacramento, but living in your car in June made it near impossible.

Now, when we were in business, we worked about half the year in Bay Area. We were familiar with San Francisco and the weather. It being so much cooler, we could survive in the car. Also, any possibility of work would be in the Bay Area. We had exhausted search in Sacramento, so we set off to San Francisco. I'm here to tell you that when you don't know anything about social services, it's not easy to find out. I assumed that we would be -- that they would be the same everywhere. We didn't look for help from any agency in San Francisco. Instead, we picked up recycling, collecting cans and bottles from sports arenas by day and recycling bins that people put out to be collected. Doing this, we managed to keep gas in the car, food for the hound, and maintain the drug habit that permeated our lives, albeit on a much smaller scale. Now, what you put your head in garbage cans repeatedly, it stands to reason that you are probably going to get sick at some point, and that's exactly what happened. The result of the illness was my first encounter with many social services offered in San Francisco. This service was called Street outreach service. SOS is a mobile medical van that is of particular site on a weekly basis. I was told about it by a fellow recycler. In looking back, it was my first encounter with peer outreach as well. Anyway, I have been very ill for two weeks, so when I made it to SOS, they gave me antibiotics, a pair of desperately needed shoes, and the single most important thing ever given to me. A voucher for opiate detox. He checked on us every morning. When he got an appointment with the San Francisco homeless outreach team, he found us and insistently accompany him. They picked this up as clients and helps me get stable as a human. Bringing me back to today's topic, the homeless outreach teams clients are the same clients the HaSAs are recruited from. So when my case manager called to ask me if I would like to work at the library, I naturally answered yes. My partner Susan and I could not imagine what I would

be doing at the library. I speculated shelving books. I couldn't really imagine anything else. Who knew almost three years later I would be here today talking to you, the library community, about this wonderful program. I've come a long way due to this program. I have learned so much. And I'm not the only one. I've learned how to approach total strangers and find a way to talk with them, sometimes this is easy, like if they are behaving inappropriately in the restroom, unable to strike up a conversation by offering alternatives. Safer laundry, if she's watching her socks in the sink. Or for shower, if she's washing her hair. Either way, I have hopefully open the door for dialogue that would potentially change the direction of her life. Other times, it's not so easy. If I encounter a patron whose body odor is unacceptable in the library, for example, the offer of where to take a shower is the same, but the ease with which I approach is very different. The common thread in both scenarios is kindness and lack of judgment. Once I awoke a sleeping man who smelled of .-period-full stop and that the entire fourth floor was impacted. I didn't know it, but the library staff had already contacted security to have the man removed from the building. I woke the sleeping man and quietly asked if you would please go take a shower. He would be welcomed back after he had cleaned up and got some rest. He accepted the shower information and said that he would take a shower, but could he do it tomorrow? I gently, yet firmly said no. You need to go do it right now, and then you can come back tomorrow. By the time security came to escort him out of the building, he had the shower list in hand and was on his way out under his own steam. While I doubt he actually did shower that night, he did manage to leave without getting angry or without being embarrassed. He also left with the chance to return to talk to me again about things he may need help with. That may not have turned out so well had security had to escort him out. Now, I'm not saying that all patrons will receive you with positive action. I'm just saying that most will. I have learned a lot about mental illness from being a HaSA. I used to be quite afraid of the mentally ill. I think this is fairly common. They look scary. You don't know what they are going to do. They talk to themselves. They don't seem to have a grip on reality at all. They are always obsessing on God, government, aliens, or any combination they are in. But let me tell me, -- let me tell you, if you believe someone has put a microchip under your skin or that you are about to be abducted again, the fear you have of the world at large is far greater than you and I could ever imagine. No matter what it seems like to us, we are the scary ones. If I can remember this when I have an encounter with someone mentally ill, compassion takes over and usually the outcome is positive.

To give an example of what I mean, one daily asked me if I would talk with a client of hers and try to direct amount of the building. Now, don't misunderstand me. We are not in the practice of getting rid of our patrons, but back to the point that Leah made earlier, here are examples of limit setting and within the help of your coworkers for those difficult patrons. She had been checking in with him but she had a meeting to go to. Now, this fellow was not only mentally ill but has some physical issues as well. He was obsessing on dying soon and was distraught over needing to find someone who would take charge of the 78 legion of angels that he cared for when he died. I talked with him about his quest all the while walking him out of the library. When he asked me if I would consider taking over the Angels care, I thought about how this will feel to him, how the responsibility of the care of 78 legions of angels mostly on him. And I told him I couldn't possibly take on that kind of responsibility. I was not equipped. He totally got it. That's the thing, we all need validation. I'm sure this guy has way more than his

share of name-calling, threats from without and within being dismissed in general. by listening to him, I gave him dignity. I gave the library peas, and I learned a little bit more about how to interact with someone's mental illness. When library staff know they can depend on us to help, when they watch us, I think not only do they feel less anxious, they also may learned that they may not need as much help as it appears. One day a staff person called we have for assistance . As she frequently does, Leah called me to do the initial contact and she was standby in case I needed help. This is how she teaches us . Before I approached the patron, she filled me in on what the issues were. She said the woman had been sitting at the microfiche machine for a couple hours and a staff person needed help. When I got there, there was a woman bent over in her chair. She was literally lying in her own lap. The staff that she had been in that position for quite some time and that's what was so alarming. I went over to the woman and asked if I could be of help. She responded immediately setting up and in a hurried way, her father died, she couldn't find him, and also said something concerning an article about a collapsed building. About then I noticed the contents of her handbag were strewn all over the floor at her feet. She had been painting her nails. I asked her to please put her nail polish away and I'd be happy to help her out however, I could. She put the polish up and all of her stuff away and we started over. It turns out that her father was in the building that collapsed in 1961. He died. She knew his obituary in picture was in the microfiche but didn't know how to get it. Because she was so disorganized and wasn't going to leave without it, she started doing other things like painting her nails. Well, I didn't know how to work the machine either, so the staff person waited and helped find the article for her. That's what's so awesome about this program. I learned something, the staff person learns something, and if the patron learned nothing, she still went away with a photo of her father. You never know what may have an impact. As you can probably tell by now, I can go on and on about all I've learned being a HaSA under Leah's mentorship. The lessons are too many to recount, but I am also a lesson, a walking, talking example of what a person can do, even if you fall so far as to be sleeping on the sidewalk . To library staff, I look like any other patron. If they didn't know me and my story, they would never guess where I have been. That's a huge lesson. Homelessness has no one taste. It can be anyone. We all have a story. Each and everyone of us. We are today is not necessarily who we will be tomorrow. On the other hand, my story is a very handy tool when I'm talking to someone in outreach . I am proof that change is possible. Here I am, clean, healthy, working, and most of all happy. I use myself as encouragement. If I can do it, anybody can do it. Everybody needs a helping hand at least once. We are all here to extend it. All you got to do is take it. I don't know if this program set out to be the triple whammy it turned out to be, but I am sure glad it did. We help the homeless and develop job skills that I would never have predicted. The library transitions and patrons to success. It makes their work easier and the homeless actually get housed , sober sometimes. Their lives, the library, and me are all the better for it. In closing, I just want to say how blessed I am and life is so surprising. Everything I have learned from Leah and the HaSA program have given me skills that are valuable in the social services. While I am still with the HaSA program, a little over a year ago I got a job as a peer counselor at a women's shelter. Now I'm working full-time for the homeless outreach team, the very folks who gave me a hand. Also, this last March I had an opportunity to go to Washington DC where I was a presenter at the national healthcare for the homeless conference, and that was an experience I will never forget. I truly

believe nothing is impossible when a community works together. Thank you so much for your time. [applause]

You are all hearing him prompt to applauding from our small group of presenters here. And I know from the chat comments that you are all doing the same. Clap, clap, clap. That's great. Caffeine will be able to absorb it I think in a few minutes while she's catching her breath and taking a look at your beautiful comments and the appreciation that you so clearly felt for her and for the work that she's doing and for all the work that she's done on herself and with her family to get to the point where she is today. We are so proud of her, and we are, of course, so proud that we have a small part to play in this. We want to take you back -- just pull you back down to Earth for a second and let you think about the question about how your library is serving this population of homeless, mentally ill, and/or the same individuals. Again, this is going on through the chat column. Some of you are talking about what you are able to do. But we also want to ask you to identify a new idea that you heard about here today last week that you might share in your own library system but also what are you doing that we should know about because San Francisco Public Library doesn't have all the answers. This is a program that is working for us, and it can be improved. Maybe you've got a great idea out there that we should know about and incorporate into our work. I know that somebody has suggested that Kathleen present at a L.A. We have talked about our program at PLA, so that is really a great idea about going to conference and talking about it. We have now reached out with these two webinars. Many hundreds of people more than we were able to reach at the PLA roundtables that we have done. So we do encourage everybody to share through this medium the work that they are doing.

We also want to make sure that we know that we have talked with you about our partnerships, that we talked about setting limits, and we're giving you real ideas for dealing with real-life during our two webinars here today. We thank you so much for your time and your attention, and if there are additional questions, please type them now. We also can look at some of the questions that you did ask us why Leah and Kathleen were talking. I know that one of the questions was about funding for our program. We do have just a tremendous luxury, I would say, compared with so many of our sister library systems where we do have generous funding, but this is such a compelling issue that our library administration has, in fact, identified funds over these several years. Since like 2006, actually, where we are devoting some of our budget to supporting Leah salary and also the cost of the health and safety Associates. I know there were also questions about transients versus regulars. That's a really great question. Leah makes very clear that the people she is here to help are the people who are our regular library users. There are a lot of social services, and her goal is to help connect people to appropriate social services throughout San Francisco, and the ones who she can really help and dive in with our people who are our regular patrons. They are comfortable in the library. They know about library services and resources, and then she's able to enhance their experience here. She doesn't act as their case manager, but she connects them to our Department of Social Services and connects them so that they do get a case manager there.

There's also a question about whether we have HaSA at all branches. We have our HaSAs plays here and in the new fiscal year in July, we've identified several of our branches that just seem to have a similar population, similar issues. You know, we have realized over the years, there's very little

difference between urban libraries, rural libraries, suburban small town libraries. It may just be in the quantity of the challenging situations, but it is not really different in terms of the quality of the challenging situation. So we are going to be working to put HaSAs at specific branches where we know that staff is most challenged. We will be doing that in an abbreviated way, but we will be providing a presence there. It looks like we have time for some more questions. Do we have anything geared toward youth experiencing homelessness? Those are resources that we it can help identify.

So we do serve everybody, regardless. Adults, youth, families. Although, I do see more adult homeless folks here or patrons needing social services. We have a very great program for youth, which is like in youth services where the population is for young adults. I believe I'm not mistaken between 13 to 24 years old. We still provide the support that the youth needs. Of course, we listen to them with what they need. We refer them to youth services. It is not often that we do this, but sometimes on a very rare occasion, we see a lot of young people coming from other states and finding themselves in San Francisco. San Francisco being a big city, they don't know anything here. It's kind of scary. But once in a while I would ask the HaSAs to walk the youth through our services and help them connect with the services. But our programs is set up so that even though I don't do case management, the patrons come back over and over again up until they feel comfortable with their case management that we link them with.

Thanks, Leah. As another question about if people know about our innovative program enough so that we don't really need to market our services. That's a really perceptive question, because we were always very clear that we weren't setting up a clinic here. We weren't setting up a social work clinic. Again, that goes back to the patrons we were most interested in serving were the people here anyway. So we really haven't marketed our services, but we do know that the grapevine is loud and strong among the homeless community and it really has been amazing that without marketing our services at all, people not only know about Leo but they all really know about health and safety Associates. There are people, as Kathleen said, who come in and asked for them. In fact, that is where, as she also said, we are able to grow our next generation and next-generation and next generation of health and safety Associates. We have now had 20 people come through the program. Cap lien is just one of our most wonderful ambassadors. We really are so proud of so many of the folks who have done hard work. Even after they leave our employee and finish their internships here and they go on to so many of them becoming counselors, they talk about the program and they are able to connect people who are library users already with our health and safety Associates. Therefore, it would be services and resources.

A great point that and attendees making that may be a class in social work would be good for those going into the public library field. They couldn't agree more. I'm not sure I could say it any better. I think the classes even for people not going into public library work would do well to experience some of this information because we also know from our non-public libraries or not a traditional public library but the medical libraries in our public hospitals at the University of California at San Francisco that has a medical library open to everyone, they've certainly got their share of people who are coming in off the street and spending the day and needing more services than what they are prepared to provide. So I do think that all across the board having class in social services would make great sense.

I see one question about psych hold and what happens -- see if I can get to that question. What happens when it's a minor who needs to be 5150 ?

I'm just thinking my career, I have not 5150 a minor, but I would think -- and this is what I would do. I would still do the same process . Because, really the Roads and for a 5150 is to make sure that the person is safe . You know, safe and a threat to themselves or others. I think the only difference would be I would have to contact the Guardian to the best of my ability to contact the Guardian or the parent of the minor.

And I think this is our last question about how we approached the community partners initially. Our library director, our city librarian, was very concerned about the incidents here at the library for the safety of our staff and patrons. He had a group of us, including myself and our former chief of the Main Library looking to see what could be done. It was right around the same time that Project homeless connect was starting right across the street from the library. At the time, that was a monthly convocation of resources for people who are homeless and a 10 people away with haircuts and foot care and eyeglasses and dental care and bus ticket home and phone calls to their families . He asked us to connect with Project homeless connect to see what role the library could play very really from that, we make contacts with people who are organizing that. We got in touch with the people running the homeless outreach team and the rest is history. So I think that is all the time we have. Is there more that you want us to say?

There is one more question. What is 5150?

So 5150 is a legal process. It's a legal hold of a person against their will, which is an involuntary hospitalization. This is of a person poses a threat to themselves or others or they are gravely disabled. So pretty much of the individual is suicidal, homicidal, or someone who is so impaired that they cannot provide food for themselves or shelter. So that's pretty much what 5150 is. Usually it is the police who would take the person to the hospital. I can also do it, or the person who is doing the 5150 can do it, but mostly for safety reasons with partner up or we call the San Francisco Police Department to help us transport person. It's 72 hours. If it's bond -- if it's beyond that, the hospital but have to determine. Have their own hearing process to see if the person meets criteria for 50 to 50, which is an extended version of 5150. The goal always is to make sure that the person is safe and the person gets treatment.

Great. Thank you.

And then there's a companion question about referring people to library programs like job skills or job search skills, workshops. One of the things that we are and all of the health and safety Associates get to do is to learn a lot about library programs. You should hear them talk about library services that are just a regular every day library services and programs. They are very knowledgeable about programs that we offer that link people to job training, job search skills, the people we bring in that really don't have anything to do with the health and safety associate program but are open to everybody who doesn't necessarily come in looking for social services but they are able to provide that information as well.

Great. Thank you. An informative and, goodness gracious, what an integration the webinar. As a reminder, this webinar will be archived and available on the InfoPeople site later today and will include the text and closed captioning as part of the archive. Another webinar you might be interested in will be on Tuesday, September 17th presented by Mary Minogue as part of our legal issues, and that will deal with libraries and the homeless. Here's a link to our evaluation page. If you adjust please take a moment to fill out the evaluation, we do like to hear from people. Also, from that link you can print out a certificate of attendance as well. Thank you again, and we hope to see what our next webinar which is this Thursday which will be presented by Karen Modell and it's called what every library should know about veterans. Thank you very much.

[event concluded]