

Whole Person Library Service

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Did the survivors of the Titanic receive a refund?

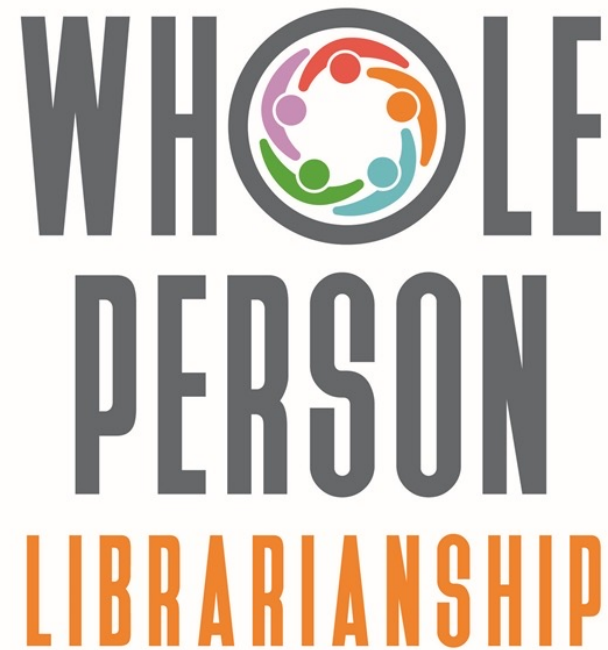


What we'll cover today

How do we create space to authentically engage and connect?

Together, can we feel encouraged to show up as our whole selves each day?

What can we do today with what we have now to get started?



WHOLE PERSON LIBRARIANSHIP

A Social Work Approach
to Patron Services

Sara K. Zettervall and Mary C. Nienow

How did I come to this?

Readers Advisory (*Whole Library/Materials Matchmaking*)

+

Authentic Community Engagement

+

Outreach at Safe Outdoor Sites

=

Me Here Now

Who is it for?

Staff

- Connect customers to resources we have now
- Those eager to engage and connect

Customers

- Customers looking for resources
- Customers looking for engagement

Adopting a Social Work Approach

“Adopting a social work approach calls on library staff to ground themselves in the best interests of patrons as whole people, defined by what those patrons share **as experts on their own lives**. Rather than imagine they can keep their personal beliefs out of these interactions, social workers maintain constant self-awareness and transparency with the hope of identifying and counterbalancing any biases they bring to the table.”

p.104

Are you tricking me?

I did not go to school
to be a social
worker

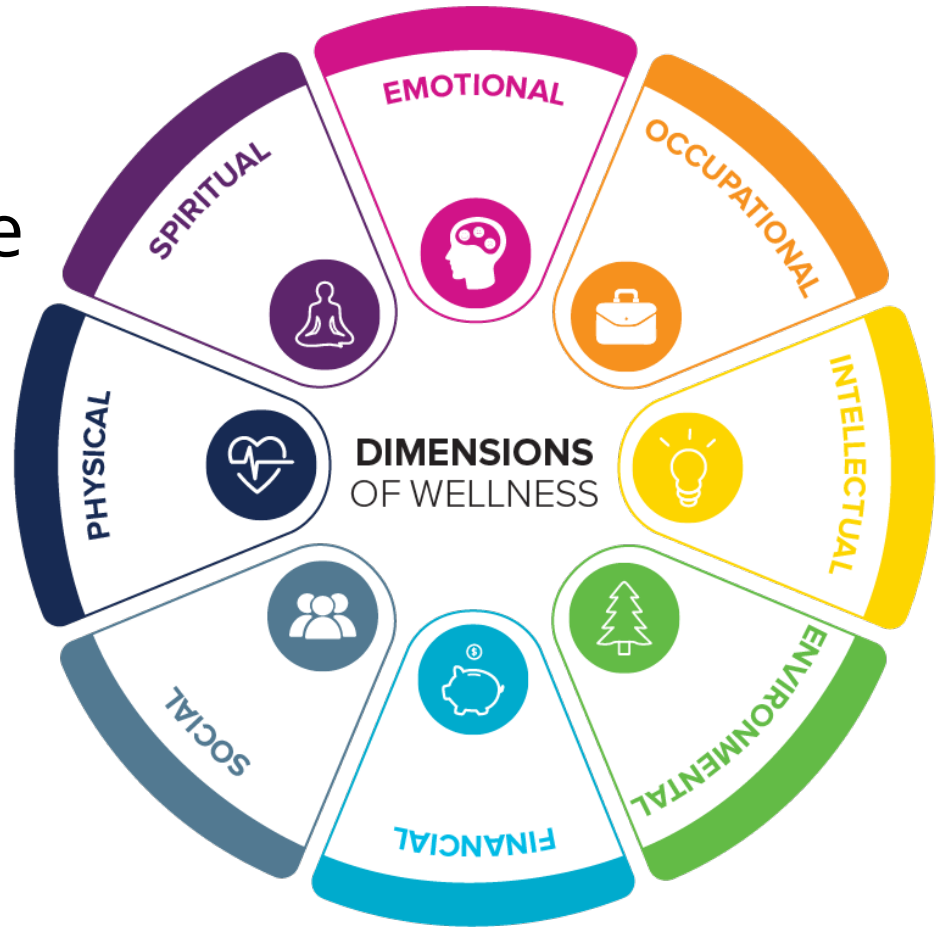
Is this mission creep?

Do we have to do
EVERYTHING?



Can you be your whole self?

What part(s) of yourself need more resources?



Hooray for Boundaries!

- Boundaries help prevent Burnout
- “*You’re not responsible for the cookies*”
- Don’t let empathy turn into obligation
- Relationships are part of your Reference Collection
- (Re)Negotiation of Boundaries

Case Study

Sally comes in wanting a mystery book. Through talking with Sally you find out that she needs

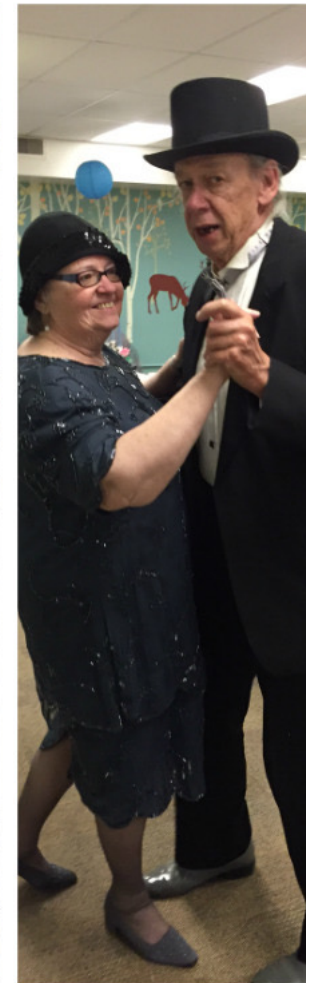
- a) help buying a new car
- b) help finding a heart surgeon and
- c) is isolated from her family and is lonely.



Case Study

You meet Rowan at an outreach event. Through talking to them you learn that they

- a) Recently moved back to the area and doesn't have secure housing or internet access
- b) Need to update their name on their library card
- c) Really loves Robert Jordan's *Wheel of Time* series



Case Study

Who are you
thinking of
now?



Questions and Continued Support

- [Whole Person Librarianship](#)
- [Create a Self Care Plan](#)
- [Materials Matchmaking Articulating Whole Library Advisory](#)
- [Whole Person Librarianship: A Social Work Approach to Patron Services](#)
- Reach out tbannon@denverlibrary.org