

Handling Challenging Situations: What Do I Do Now? Part I of II

WHAT DO I DO NOW?:

Handling Challenging Situations with Mentally Ill and Homeless Library Users


Part One

An *Infopeople* Webinar


Tuesday, May 14, 2013
Karen Strauss and Leah Esguerra




Who We Are



◀ Karen Strauss



Leah Esguerra ▶

Parts 1 and 2 Takeaways

- ↳ **Partnerships**
- ↳ **Setting limits**
- ↳ **Real life**

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Homelessness in America

Assumptions and labels

Homelessness in America

People whose behavior is challenging to us might be **homeless or housed; mentally ill or healthy.**

Homelessness in America – Trends 2011-2012

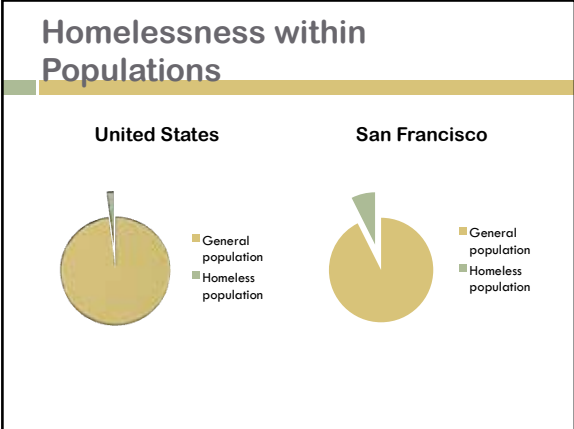
633,782 overall
 20 homeless people per 10,000
 29 states reported increases
 38% unsheltered
 2,325 fewer homeless people
 6.8% fewer chronically-homeless individuals

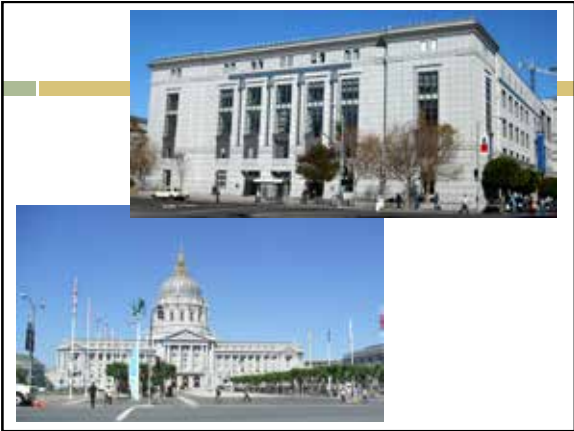
National Alliance to End Homelessness: endhomelessness.org

Source: 2011 and 2012 data on these trends as reported by jurisdictions to HUD U.S. Department of Housing and Urban Development

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Homelessness in San Francisco

THEN:

Barbary Coast > Great Depression >
 Summer of Love >
 AIDS and crack epidemics > Shelters

.....

NOW:

Care-Not-Cash
 +
 Project Homeless Connect

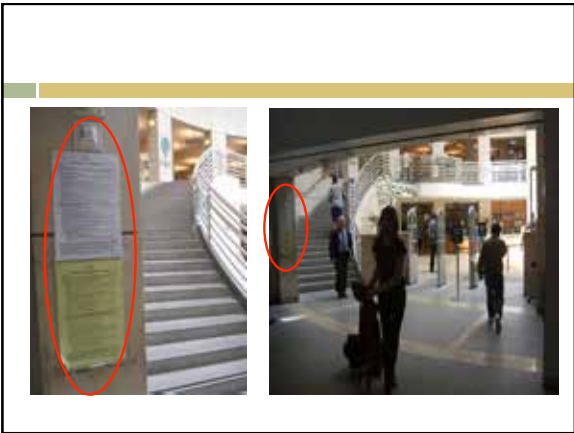
Homelessness in San Francisco

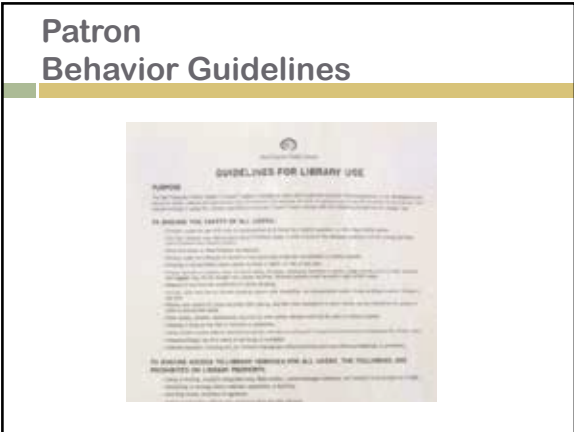
People who spend their days at the library...
 have nowhere else to go during the day... have jobs... are housed... are homeless... just enjoy what we have to offer.

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Patron Baggage Limits

LIMITATIONS ON ITEMS BROUGHT INTO THE LIBRARY

The following are the limitations on items brought into the library:

- The maximum combined weight of items brought inside is 25 lbs (11.3 kg) per patron.
- A patron who brings an item exceeding 25 lbs (11.3 kg) may be charged a handling fee of \$25.00 per item.
- Items are not permitted if they pose a threat to the health, safety, or security of library staff or patrons.
- Items are not permitted if they pose a threat to the structural integrity of the building.
- Items are not permitted if they pose a threat to the safety of library staff or patrons.
- Items are not permitted if they pose a threat to the safety of library staff or patrons.
- Items are not permitted if they pose a threat to the safety of library staff or patrons.
- Items are not permitted if they pose a threat to the safety of library staff or patrons.

Patrons are responsible for ensuring that items brought into the library meet these requirements. Items that do not meet these requirements will be refused entry into the library. Items that are refused entry will be returned to the patron at the time of refusal.

Consequences

Library Staff Procedures for Enforcement of the Guidelines for Library Use

The following are the procedures for enforcement of the guidelines for library use:

1. Patron under the age of 18 is found in possession of an item that is prohibited, restricted, or otherwise inappropriate.

Patron Options: • Return item to the patron. • Discard item. • Discard item and issue a citation.	Staff Options: • Discard item. • Discard item and issue a citation.
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2. The patron is found in possession of an item that is prohibited, restricted, or otherwise inappropriate.

Patron Options: • Return item to the patron. • Discard item. • Discard item and issue a citation.	Staff Options: • Discard item. • Discard item and issue a citation.	Staff Options: • Discard item. • Discard item and issue a citation.
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Appeals Process Following Suspension

LIBRARY SUSPENSION/EXCLUSION PROCEDURE TO REQUEST AN APPEAL

The following are the procedures for requesting an appeal of a suspension or exclusion:

1. The patron must request an appeal within 30 days of the date of suspension or exclusion.
2. The patron must provide a written statement of appeal.
3. The patron must provide evidence in support of their appeal.
4. The patron must attend a hearing.
5. The patron must accept the decision of the hearing.

PROVIDING THE NOTICE OF APPEAL

The patron must provide a written statement of appeal to the library staff. The statement should include the following information:

- The patron's name and contact information.
- The date of suspension or exclusion.
- The reason for the suspension or exclusion.
- The evidence in support of the appeal.

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What's in
Your Library?

San Francisco Police Department



Department of Public Works



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Department of Public Health

Patrons Served YTD

Other DPH Services

Meetings & consultations with staff

Staff Training:

- History of homelessness
- Understanding mental illness
- Understanding substance abuse
- Anger management
- Limit-setting


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Who's **doing**
what?

The Library's Social Worker



Leah Esguerra,
LMFT



**LIMIT-SETTING WITH
LIBRARY PATRONS**

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What is Limit-Setting?

Providing direction when patrons might be confused and disorganized in their thoughts, speech and/or behavior.

Providing guidance using a reasonable amount of time and attention, while also using a range of interventions that are respectful, welcoming and sometimes firm.

Why Set Limits?

You'll manage your **time**
more effectively.

Why Set Limits?

Inappropriate and hostile
behavior won't escalate and
should even **stop**.

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Why Set Limits?

You'll be in **control** of otherwise-confused patrons and/or unmanageable situations.

Why Set Limits?

Your mental, emotional and physical health will benefit – you will manage your own frustrations and anger instead of “losing it.”

How To Set Limits

Taking a risk is essential for effective limit-setting.

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How To Set Limits

Evaluate
Evaluate
the situation
the situation

How To Set Limits

- Be clear
- Be RESPECTFUL
- Be Kind
- Be firm and tactful
- Be consistent


HELPFUL HINTS



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Respectful
disengagement

HELPFUL HINTS



**TAKING CARE OF
OURSELVES**

NEXT WEEK:


**Helping Others as we
Help Ourselves**

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Thank you



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