

Infopeople Project:IF you are interested in social issues and your library check out Thursday's webinar on Veterans and Public Libraries

Infopeople Project>Welcome Everyone. On a related social issue, check out the webinar on Thursday re: Veterans and Libraries.

Leah Coffin:Snowflake, Arizona? Surely that's a contradiction in terms. ;)

Cathie McDowell:We have mountains and deserts here but everyone knows the deserts best

Leah Coffin:fair enough

Jane Varley>Hello from Thunder Bay, ON Canada

Celeste Heike:Hi from Alamogordo, New Mexico

Sara Gillis>Hello from Halifax Public Libraries (Halifax, NOva Scotia, Canada)

Lindsey Kean>Hello from Osceola County Florida :)

Leah Coffin:one more minute I think

Stephanie Beverage:Hi from Huntington Beach

Sarah Thornton:Fayetteville NC here :)

Melanie Olson>Hello from Norco, Ca

Nancy Jennings>Hello from Buffalo, Wyoming

David Henson:Sacramento, CA here =)

Kerri Cooper:Will slides be posted? I'd love to take notes with them.

Sharon Johnson:I had to turn up computer volume after speaker' introudction.

Christina Wainwright:thank you, Melissa!

Stanley Strauss:Kerri: The PPT for today's webinar, along with the archived version, will be available later today at: [http://infopeople.org/training/what do i know part 2](http://infopeople.org/training/what_do_i_know_part_2)

Anne Shirako:it's usually in the men's room and we don't find out about it until later

Austin Duffy:Who pays for the HASA's? Is it formal grant?

Melissa Skipper:After the original speaker, I couldn't hear anything at all. I had to sign out and sign back in.

Laura Cote:Really? They can't brush their teeth?

Lauren Stuparitz:i wonder about brushing/combing/styling hair. i see some people who are gender nonconforming who may not have another safe place in their community to style their hair if it doesn't fit their ascribed gender role

Teresa Brokus Bearman:I have no phone access to hear properly.

Laquita Dedmon:try your cell phone

Adrienne Peterson:Good point @ Lauren

Rhonda Mort:We have employees that brush their teeth during the day?

Philip Levie:I assume that the employees brush their teeth in the staff restroom, not the PUBLIC restroom

Laquita Dedmon:@ Teresa try your cell

Eric Hartman:not all libraries have staff bathrooms

Laura Cote:We don't have staff bathrooms.

kirsten corby:putting peopel on a psych hold, wow.

Vicky Newton:We do not have a staff bathroom on our floor.

Eric Hartman:Same here...

Skeeter Johnston:51-50 for prevent what?

Laura Perricone:not done here in south carolina, as far as I know

Leah Coffin:We had to do that at one of our branches when a patron threatened suicide.

Philip Levie:Are you allowed to use the staff bathrooms on other floors?

Vanessa Vigil:Psych holds, what happens with it's a minor?

Teresa Brokus Bearman:I am reading her speech.

Leah Coffin:Skeeter, 5150 is involuntary 72 hour psych observation.

cathy delneo:The rule about teeth brushing at SFPL pertains only to the public in the public restrooms. Staff may brush their teeth in staff restrooms.

Danielle Rogers:Our library does not have access to ANY of these services

Melissa Bruecks:I thinka 5150 is similar to "Baker Acting" in Florida

Skeeter Johnston:Thanks Leah--voluntary vs. involuntary?

Leah Coffin:yes

Melissa Bruecks:5150 is involuntary

Leah Coffin:It's when they might be a danger to themselves or others.

kirsten corby:she said involuntary

Melissa Bruecks:meant for the safety of the person and society

Stanley Strauss:Danielle: SF didn't either until they started working with other city/county agencies.

Rhonda Mort:No special staff bathrooms...

Danielle Rogers:Thanks Stanley, I will do some research

Skeeter Johnston:10-4 :0

Debbie DiBernardo:What if you don't have security?

Leah Coffin:When there's something really gross in one of our bathrooms, we call crime scene cleaners.

Vicky Newton:We don't have security either.

Karen Jakl:Who pays for this?

Leah Coffin:Most of our branches don't have security, except for one that's located in a strip mall.

kirsten corby:Good question Karem

Infopeople Project:Leah Esguerra: Library budget has been carved out for supporting the program, including Leah's salary.

Karen Jakl:Thanks

Philip Levie:Has it been awkward for patrons to suddenly have bathroom staff?

Laura Perricone:Our homeless patrons are a very close knit group and I think they'd embrace a program like this

Melissa Bruecks:While it's great to see what SFPL is doing, and to be reminded about the humanity of homeless and mentally ill, I'm not sure that these are services that are realistic or applicable to smaller libraries.

JAMES BAURLEY:nice cake!

Laquita Dedmon:I agree Melissa

Stephanie Vargas:Costco cake ;o)

Leah Coffin:Most of our branches aren't that big, either - we couldn't reasonably ask for more than one or two, tops.

Jennifer Gillis:There is absolutely nowhere in our entire county where folks like this could find a place to stay.

Lisa Weber:Very true, Melissa.

Leah Coffin:I don't think "recovery" from mental illness really applies. There are treatments, obviously, but they're not permanent.

Melissa Davidson:Recover? Handle well but recover - I'm not sure

Vanessa Vigil:Before working at the library I worked with chronic homeless, it amazes me how many successful individuals I run into at the library, individuals I helped when working with the chronic homeless in my home city.

kirsten corby:Wow vanessa that must be very fulfilling for you.

Rhonda Mort:Yes Vanessa me too!

Stanley Strauss:Jennifer: Do any of the churches have outreach programs you could refer people to?

Skeeter Johnston:Any thought on transients? It sounds like you have regulars. We have some of the population we're talking about here, that just

pass through and cause some REAL problems, and we never see them again (until next spring when the weather improves). We're right next to a train depot in a resort town.

kirsten corby:Good question Skeeter.

Vanessa Vigil:Yes, especially when I see the kiddos that took a piece of my heart, they are so big and safe, fed, educated..taken care of.

Stephanie Vargas:We have someone working with us that used to be homeless, she is now a very happy and housed person!

Laura Cote:Thank you, Leah

Leah Coffin:Yeah, there are a lot of homeless kids, teens and families at one of our branches. Breaks my heart.

cathy delneo:In San Francisco we serve both transient homeless and resident homeless populations.

Leah Coffin:You'd never know they were homeless, either. They don't fit any of the stereotypes.

Vanessa Vigil:Veterans, many of the homeless I served were veterans with mental illness and addictions. The programs were there for them, but getting them to successfully enter one was a challenge.

Jennifer Gillis:Stanley: One church here has a free lunch on Thursdays and there is a county-supported emergency food pantry, but there's no place for anyone to sleep other than women who are victims of domestic violence--there is a shelter for them.

Jennifer Gillis:But that is a good point--communicate with some churches to see what can be done

Tirzah Alexander:There are some local churches in san diego that participate in programs to help homeless get job training.

Stanley Strauss:Vanessa: Our next webinar is on library services to veterans, including the homeless.. Here's the linkk: <http://infopeople.org/training/veterans-and-public-libraries>

Vanessa Vigil:We have a local church that opened up a food pantry (in partnership with the community) in the heart of the "struggling" areas. Social Services opened a building there as well. Someone can get services in one place.

Vanessa Vigil:Thank you Stanley, I don't work with them any longer but I'll take a look at the webinar and share it.

Skeeter Johnston:I applaud those libraries that have communities that are wealthy in social services that are available to the public!

Leah Coffin:In the SF Bay Area, there's a free number that people can call - 211 - to get pointed towards emergency services.

Melissa Bruecks:"wealthy in social services"--an interesting phrase :)

Eileen O'Shea:inspiring, kathleen!

Leah Coffin:It's true, though - some areas don't have those kinds of resources, or barely have them.

kirsten corby:The police in my town have ahomeless outreach unit, and they have a list of resources like that.

Rhonda Mort:I really think this lady is amazing!

Stephanie Vargas:I wish we had Kathleen at our library!

Melissa Davidson:Amen Rhonda!

Leah Coffin:Me too, especially at Concord and Walnut Creek.

Vanessa Vigil:This should have like buttons so we can like other peoples comments.

Kelly TerKeurst:Thanks so much for sharing, Kathleen!!

Rhonda Mort:You can hear the kindness in her voice.

takako gulino:@Stephanie agreed!

Tirzah Alexander:Are there any public showers like that in san diego? how would one find the list?

kirsten corby:This HASA program is a great idea.

Melanie Olson:kathleen you are amazing,thanks for sharing your story =)

Pam Orr:inspiring, kathleen! thank you

Stephanie Vargas:@Takako...maybe we can bring a similar possibility up regarding having a person such as Kathleen at our library!

Adriene Acocella:I am so touched. Thank you, Kathleen.

Melissa Skipper:Amazing story!

Jane Mears:This is great information. Thanks for starting us to think about what our community has to offer patrons in need

Lauren Stuparitz:"WE are the scary ones"... powerful stuff. it's so significant to recognize how library staff may be perceived by those who don't identify with us

Shannon Miller:I have to chime in with the others. Thank you for sharing this, Kathleen. You rock!

Rhonda Mort:Kathleen I think you did take on those angels!

Treasure Wade:Great job!! \*big claps\* Thank you for sharing and thank you for the work you do!!



Kerri Cooper:Hi Treasure!

Danielle Rogers:You are amazing Kathleen!

Melanie Odom:Kathleen, I think you are one of those angels.

Skeeter Johnston:Wealthy in social services for the public was meant to acknowledge that some areas work proactivley and recognize the need for these services and then provide them. Sadly, I would say our area is not helpful in that area. Thank you for having Kathleen share her story with us. It keeps it real and thank you forletting us view this.

Melissa Bruecks:I think that "wealthy in social services" is very cool. I just like the potential subversiveness of the phrase.

Shawn Townsend:These stories are amazing -- a VERY different approach from what we've seen. Excellent example of how to help everyone involved.

Kelly TerKeurst:Kathleen, you need to present at ALA!! This program is so very helpful.

Melissa Bruecks:<--what Kelly said

Shawn Townsend:I agree-- this should be presented at CLA and ALA.

Rhonda Mort:Yes!

Peggy Sisselman:Great job, Kathleen! Thanks for sharing with us.

Chameka Robinson:Thank you for sharing your inspiring story!!

Skeeter Johnston:Wasn't meant that way, tho

Laura Perricone:You need to go on the road and share this story with others. It's a valuable lesson

Stella Carruth: Thank you for this presentation, Kathleen!

Leah Coffin:It makes sense to me - it's the opposite of a situation like a "food desert."

elizabeth khaled:This is a wonderful program, and your story is so inspiring.

Sarah Rice Scott:thank you, kathleen!

Leah Coffin:Thank you for sharing, Kathleen, and thank you for your service!

Gaye Kurmas:Thank you so much, Kathleen. I have learned some valuable lessons for myself that I hope will make me a more compassionate librarian.

cathy delneo:@Tirzah [https://211sandiego.communityos.org/taxonomy/taxonomy\\_overview.taf?taxonomy\\_id=568227](https://211sandiego.communityos.org/taxonomy/taxonomy_overview.taf?taxonomy_id=568227)

Terri Thomson:We are better for hearing it. Thank you Kathleen.

[kirsten corby:Thank you for telling us this story leah and Kathleen. It is so good to hear about proactive ways to help the homeless, instead of just enduring them.](#)

Tirzah Alexander:thanks!

Shawn Townsend:Hear Hear!

Leah Coffin:Thank you!!!!

Melissa Bruecks:Yes, this portion of the webinar is both useful and humbling.

Kelli Jeter:WOW!! Thank You

Cindy Holmberg:Thank you Kathleen.

kirsten corby:clap clap!

Faye Whitt:Kathleen, thank you so much for sharing your story. You're clearly very good at your HaSA job, a good person, and I wish the best for you in the future.

Anne Shirako:thanks so much for sharing!

Beverly Pardue:Thanks for sharing!

Leah Coffin:\*applause\*

stephanie budros:Your are incredible! A hero!! :)

currie meyer:applause!!!

Maile McGrew-Frede:Amazing!!

Rhonda Mort:Wonderful!

Adriene Acocella:Beautiful!!!!

Skeeter Johnston:Bravo!

Austin Duffy:Clap clap clap

Laura Cote:Thank you, Kathleen

Jennifer Gillis:YAY!!! Kathleen you are awesome!!!!

Jane Varley:Amazing story!! Thank you so much for sharing Kathleen.

Bill Bynum:Thanks Kathleen!

Laura Perricone:clapping here

Karen DeGennaro:Kathleen is awesome!

Debbie DiBernardo:Thank you for sharing

Samantha Hines:wonderful!

Ellen Bard:Kathleen, you are amazing and inspiring. I wish you all the best in everything.

Olivia Audoma:So inspiring! applause!!!!

Jessica Piper:WTG Kathleen!

Kelly TerKeurst:Hurray!!

Lindsey Kean:awesome!

Danielle Guerrero:applause!!!

takako gulino:applause!!!

Panteha Paknahad Jabarouti 2:Thank you for sharing

Eileen O'Shea:what a story!!! applause!!!!

Cathie McDowell:Thank you for sharing

Ana Fabela:Bravo!

Susan Denniston:Thank you!!

Sharen Wixom:Thank you for sharing!

Cindy Holmberg:You are an inspiration!

Christina Wainwright:thank you!!!

Sukena Taibjee:amazing

Melanie Odom:Wow!

Mark Harryman:Thank You!

Caroline Zakarian 2:Thanks you!

Vincent C Bonacci:Great story.

Kathleen Hayes:Thank you so much for story Kathleen

Steven Smith:YAY!

Danielle Rogers:Wow

Jayne Vo:Awesome! Thank you!

Shirdellah Groulx:bravo!

Stephanie Vargas:Thank you Kathleen!

kirsten corby:amazing program you guys have going

Ken Gollersrud:thank you keep it up!

Paula Elder:Thank you!

Rhonda Mort:Wish she would start a program for libraries!

Shay Hawken:wonderful success!

Francis Adebola-Wilson:Applause!!!

Nicole Cuadra:Thank you.

Tony Glover:standing ovation !!!!!

Andrea Aivs:clap clap clap

Eileen O'Shea:so so awesome.

Melissa Bruecks:I hope you continue on your brave road, Kathleen.

Rosella Garcia:Great success story

Maile McGrew-Frede:Thank you so so much Kathleen---You are so brave to share your story with us!

Thomas Eiden:Our library needs to have this program!!!

Polly O'Shea:I'm tearing up! Awesome Kathleen!

Pam Orr:thank you Kathleen, wonderful

Vicki Rondeau:Thanks so much for sharing your story, Kathleen!

Judy Dana:What an amazing story - thanks for sharing

Eileen O'Shea:and congrats to sfpl for making such a thing possible!

Laura Crisci:Wonderful!

Cheryl Russell:Keep up the GREAT work!

Leah Coffin:I might have something in my eye. Stupid allergies.

Tina Rawhouser Vojar:Thank you, Kathleen!!! What an amazine story to hear and it reminds us to treat everyone with dignity and respect. Congratulations to you and thank you for continuing with outreach.

Terri Thomson:Congratulations to SFPL for having this program.

Laura Perricone:We care for them but we don't have a fab program like hasa

Kelly TerKeurst:Thank you Leah for the great work you are doing:-)

kristina olvera:Amazing! I personally know (somewhat) how hard your journey was, and is. Thank you for the reminder of humility. It is well received.

Patty Sophos:Thank you so much for all you do and for sharing with us!

Rhonda Mort:I like the Hasa idea

Leah Coffin:Second that suggestion!

kirsten corby:We have a veterans agency that does outreach to homeless vets at our lib monthly.

Monica Davis:Awesome story! Thank you so much, Kathleen!

miriam touchton:Thank you Kathleen, for your work and sharing your story.

Thomas Eiden:Kathleen...what an inspiration!

Lauren Stuparitz:does sfpl focus specifically on ADULT homeless, or have anything geared toward YOUTH experiencing homelessness as well?

Shawn Townsend:I've had to multitask during this presentation (it's our 100th birthday!) but I would love this ppt presentation today.

Monica Davis:Social Worker at the library and HaSA program are both fabulous!

Leah Coffin:Do you have HASAs at all the branches, or just the main one?

Skeeter Johnston:Thank you! I will look forward to more presentations!

Kay Vetter:Did you say these two presentations would be archived?

Vanessa Vigil:I'd like to learn more about homeless youth and the library. I often question if we successfully engage them.

Sukena Taibjee:how about assistance for homeless youth and children?

elizabeth khaled:how do you approach the the community partners initially?

Eileen O'Shea:yes, these two webinars have been archived.

Lauren Stuparitz:do people know about sfpl's innovative homeless-centered services enough that you don't really need to market your services? did you ever have to do outreach to spread the word?

Stanley Strauss:The PPT for today's webinar, along with the archived version, will be available later today at: [http://infopeople.org/training/what do i know part 2](http://infopeople.org/training/what_do_i_know_part_2)

Kelly TerKeurst:Maybe a class in social work would be good for those going into the public library field

Rhonda Mort:thanks stanley

Mary Medina:Social work is definitely one of the roles of the library worker.

Melanie Olson:Thank You all so much, these classes were inspiring and helpful =) Everyone needs to take these webinars to meet the challenges our Patrons face.

Sara Rodgers:Wow! Thank you for sharing your story with us.

Toni Mann:How would we approach the homeless community and the social services organizations to get the conversation started for a program like this? And, Karen, how do we better approach our patrons in need? What types of phrases are helpful, please?

Kelly TerKeurst:Definitely Mary. You aren't taught this in library school!

Rhonda Mort:We have Safe Place at our library for the youth.



Skeeter Johnston: True, Kelly. I have a librarian friend who was first a social worker and she brought so much to the job that was so helpful to us and our community.

Toni Mann: I'm sorry, I mean Kathleen. :)

Mary Medina: On-the-job training, Kelly.

Mary Medina: training\*

miriam touchton: How many HaSAs are currently employed?

Karen DeGennaro: What can a library that has no local resources do to help? Most of our services are in the city of Poughkeepsie, but we are over 30 minutes away. Thought?

Rhonda Mort: Safe Place will send a social worker to the library to help with minors.

Gina Quesenberry: When will the powerpoint slides be available?

Kelly TerKeurst: That's great, Skeeter! And oh so true, Mary;-) Good thing librarians are so talented!

Thomas Eiden: We have no budget for such a program, but many of the ideas of this program can be adopted by the guards, circulation workers, and myself as a manager of circulation.

Rhonda Mort: Safe Place is a free service

Mary Medina: I, too, am a circulation manager. This is just as valuable no matter what position.

Andy Schuck: We don't have security or social worker here. What suggestions do you have for engaging homeless patrons?

Melissa Bruecks: That would make a GREAT InfoPeople Course

Rhonda Mort:I think any field where people will be in a public location

Thomas Eiden:It's all about compassion and a wish to help people...

Leah Coffin:Definitely.

Mercedes Mendoza:How many of the HaSas have you employed at the library?

Skeeter Johnston:Kinda like bartending school :?

Lauren Stuparitz:what kind of training do security staff receive in order to prepare them to work consistently respectfully with homeless and mentally ill people

Karen Sasamoto:I would have a list of social service agencies that could help people in crisis.

Leah Coffin:Plus courses in understanding mental health issues and substance abuse issues wouldn't be amiss.

Melissa Bruecks:"Navigating Social Services and Outreach in Your Library"

Dawn Imada:What is 51 50?

Sara Rodgers:Do you refer people to library programs like job skills or job search skills workshops?

Kelly TerKeurst:Great title, Melissa!

Leah Coffin:Dawn, it's involuntary 72 hour psych hold.

Katie McCort:My friend was 5150ed when we were kids, it was the same process

Eileen O'Shea:We agree @Melissa! We will definitely look into adding a course like that!

Melissa Bruecks:Thanks! Now we just need to have that web-class through InfoPeople

Leah Coffin:Wow, Melissa, I thought that was a real course name.

Melissa Bruecks:\*grins\* I am available on a consulting basis for all your marketing needs.

Leah Coffin:lol

Eileen O'Shea:Thanks for the great title idea, too! :-)

Skeeter Johnston:Thank you InfoPeople! Good day.

Eileen O'Shea:lol

JAMES BAURLEY:all this still reminds me of when i worked for the Indiana DOC

Will C:Involuntary psychiatric hold

Leah Coffin:5150 is what they call it in California. Apparently in Florida they call it Baker Acting.

Vicky Newton:Wow - great webinar. Thanks Infopeople!!

Melissa Bruecks:I am remembering, It might have changed from Baker Act

Danielle Rogers:Thank you!

Melissa Bruecks:It's been a while since we had to Baker Act my mother :P

Leah Coffin:Yeah, I learned a lot from this.

Shannon Miller:Thanks. This was great!

Lindsey Kean:We still call it Baker Acting in Florida

Rhonda Mort:Thanks

Leah Coffin:Melissa, I'm sorry you had to go through that.

Kelly TerKeurst:Super questions and responses from people! This was great:-)

Candice Tran:Thank you!

Mel Chandler:Thank you for the presentation of this webinar.

Melissa Bruecks:Thanks Lindsey!

Leah Coffin:Thank you!

Melanie Odom:As far as I know, it is still Baker Act here in Florida.

Kelli Jeter:Great webinar! Great info! Great speakers! Thank You!

Eileen O'Shea:more on 5150: [http://en.wikipedia.org/wiki/5150\\_\(Involuntary\\_psychiatric\\_hold\)](http://en.wikipedia.org/wiki/5150_(Involuntary_psychiatric_hold))

Dawn Imada:Thanks everyone!

[Molly Warren:Extremely useful, thanks!](#)

Bill Bynum:Thanks to everybody involved in the webinar!

Sara Rodgers:Good to know.

Kristina Garcia:Excellent topic. Much needed. Hope we can do more on partnerships, how to approach customers, etc.

Karen DeGennaro:Thanks for this inspiring webinar. Our population is beginning to change and we want to know how to proceed. You've given us food for thought. Thank you.

Karen Jakl:Thank you.

Leah Coffin:Ooh, that webinar looks interesting.

Daniel Ong:Thanks for all the info

Shay Hawken:Thank you!

Melissa Bruecks:I think it would be good for us all to get very familiar with our counties' services

Teresa Brokus Bearman:Now his voice is loud enough to hear.

Mary Medina:Enjoy y'all's day!!!!

leslie tanaka:Very inspiring!

Zoe Yun:Thank you!

Leah Coffin:You too!

takako gulino:Thank you!

Melissa Bruecks:also what services loca United Ways can you with.

Sara Rodgers:Thank you.

Leah Coffin:Thank you all for a great webinar!

Melissa Bruecks:\*local

Kathleen Hayes:Thank you

Melissa Bruecks:Thanks!

Julia Wang:thank you!

Jo Frankforter:thank you

Shirdellah Groulx:thank you!

Caroline Zakarian 2:Great webinar, thanks!

Christina Wainwright:thank you!

Will C:Thank you!

Will C:Thank you!

Janet Martin:Thank you excellent info and presenters!

Thomas Eiden:The link will not open!

Martha I. Andrade:thank you.