Touchpoints in Libraries

The Presenters

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AGENDA

• What is Touchpoints?
• What does Touchpoints mean for libraries?
• How to apply for a Touchpoints training in 2016/17
• Questions & Answers
Which statement best describes your library?

a. All families feel supported by our library, and staff are well prepared for any positive or negative interactions we may have with families.

b. Families seem happy to use our library, but sometimes we wonder if we could be supporting them (and ourselves) better.

c. Families aren’t well supported by our library, and staff doesn’t feel equipped to interact effectively with them.

The Touchpoints Approach

Engages families by:

- Understanding child development
- Supporting relationships

Supports staff by:

- Increasing knowledge of child development
- Expanding awareness of our own thoughts and actions
- Providing specific tools to help us make intentional choices
Child Development

Fictional path  Actual path

We're born to develop within caring relationships...

Touchpoints Tools

Assumptions: strength-based attitudes
Guiding Principles: relational strategies
Parent Assumptions

- The parent is the expert of his/her child
- All parents have strengths
- All parents want to do well by their child
- All parents have something critical to share at each developmental stage
- All parents have ambivalent feelings
- Parenting is a process built on trial and error

Guiding Principles

- Recognize what you bring to the interaction
- Look for opportunities to support mastery
- Use the behavior of the child as your language
- Value disorganization
- Focus on the parent-child relationship
- Value and understand the relationship between you and the parent
- Be willing to discuss matters that go beyond your traditional role
- Value passion wherever you find it

What this Means for Libraries

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Stories from the Field

What this Means for Libraries

• Staff have more tools for working with and interacting with families.
• Staff have a common language and community of practice in which to utilize these tools and strategies.
• Young children and their families feel libraries better understand them.

How to Apply for Training

• Complete online application: https://www.surveymonkey.com/r/TPLibraries
• Additional information available: http://www.library.ca.gov/services/libraries/touchpoints.html
• Application deadline: July 29, 2016
• Carefully consider training ramifications
• Applying libraries notified by September 12, 2016
• Specific training dates will be determined after libraries are selected
• Trainings held November 2016 through August 2017
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Questions & Answers

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More information & online application:
http://www.library.ca.gov/services/libraries/touchpoints.html