






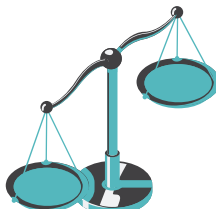


Libraries and Community Homelessness

Inspiration for serving library users who have no safe, reliable place to sleep each night

People who are experiencing homelessness are forced to live their private lives in public. Libraries can provide a safe, welcoming space of relative privacy.

	<p>Community Needs Assessment Gather data to determine the extent and nature of homelessness in your community</p>	<ul style="list-style-type: none"> ✓ Local & federal statistics ✓ Educational institutions ✓ Faith communities ✓ NGOs ✓ Local agencies ✓ Ask those affected
	<p>Library Assessment Review library policies, staff attitudes, collections, resources, services, and trainings</p>	<ul style="list-style-type: none"> ✓ Address issues ✓ Luggage, sleeping and odour policies ✓ Design training program ✓ Fines and fees
	<p>Build Partnerships Identify potential partner organizations, reach out, meet regularly, and share ideas</p>	<ul style="list-style-type: none"> ✓ Invite local service providers to library meetings ✓ Explain library services and elicit ideas ✓ Include homeless youth-serving organizations
	<p>Professional Education Provide staff education about the lives of refugees & people affected by homelessness</p>	<ul style="list-style-type: none"> ✓ Include causes of homelessness & effects of trauma ✓ Include education on LGBTQ+ homeless youth ✓ Invite presenters with relevant life experience
	<p>Update Language Post, share, and discuss respectful language around homelessness and refugee status</p>	<ul style="list-style-type: none"> ✓ Use appropriate gender pronouns ✓ Provide resources in your community's languages ✓ Use person-first language e.g. "person experiencing..."
	<p>Develop Needed Services Develop new services for refugees and those experiencing homelessness</p>	<ul style="list-style-type: none"> ✓ Invite partner agencies to offer services on-site ✓ Community resource referrals ✓ Extra Internet time ✓ Free printing
	<p>Marketing Update your website, create easy-to-read pamphlets, publicize your services locally</p>	<ul style="list-style-type: none"> ✓ Local agencies ✓ Churches ✓ Social media ✓ Food banks ✓ Community centers ✓ Shelters
	<p>Funding Organize a group to apply for grants from government and NGOs</p>	<ul style="list-style-type: none"> ✓ Create a library fundraising group ✓ Reach out to local sources

Libraries Around the World Uphold Human Rights

The human rights that libraries are particularly responsible for upholding are the right to information, education and cultural participation.

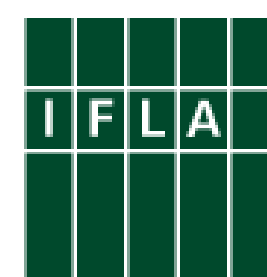


SOURCES

IFLA LSN (2017). "IFLA Guidelines for Library Services to People Experiencing Homelessness." <https://www.ifla.org/publications/node/12642>

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IFLA Section for Library Services to People with Special Needs



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