In March 2022, the City Library Collective (CLC) embarked on an ARPA-funded project to explore library resiliency through the lens of "whole person" librarianship. A variety of data was collected as a part of the evaluation strategy for this grant and is outlined in this presentation.
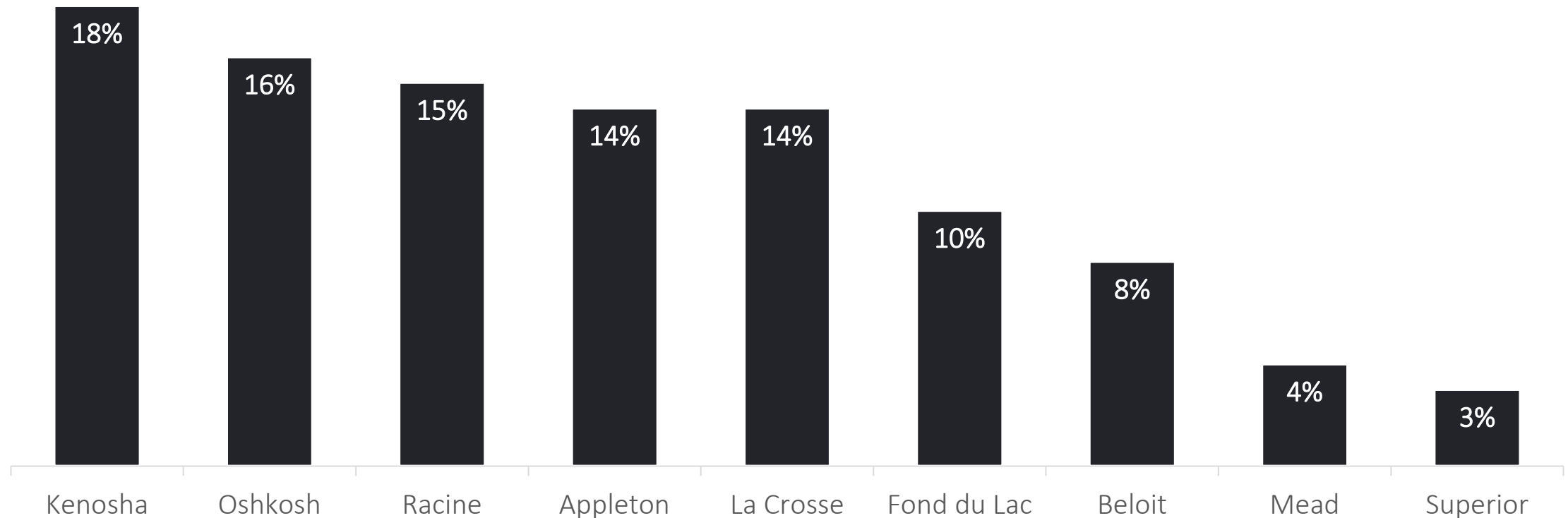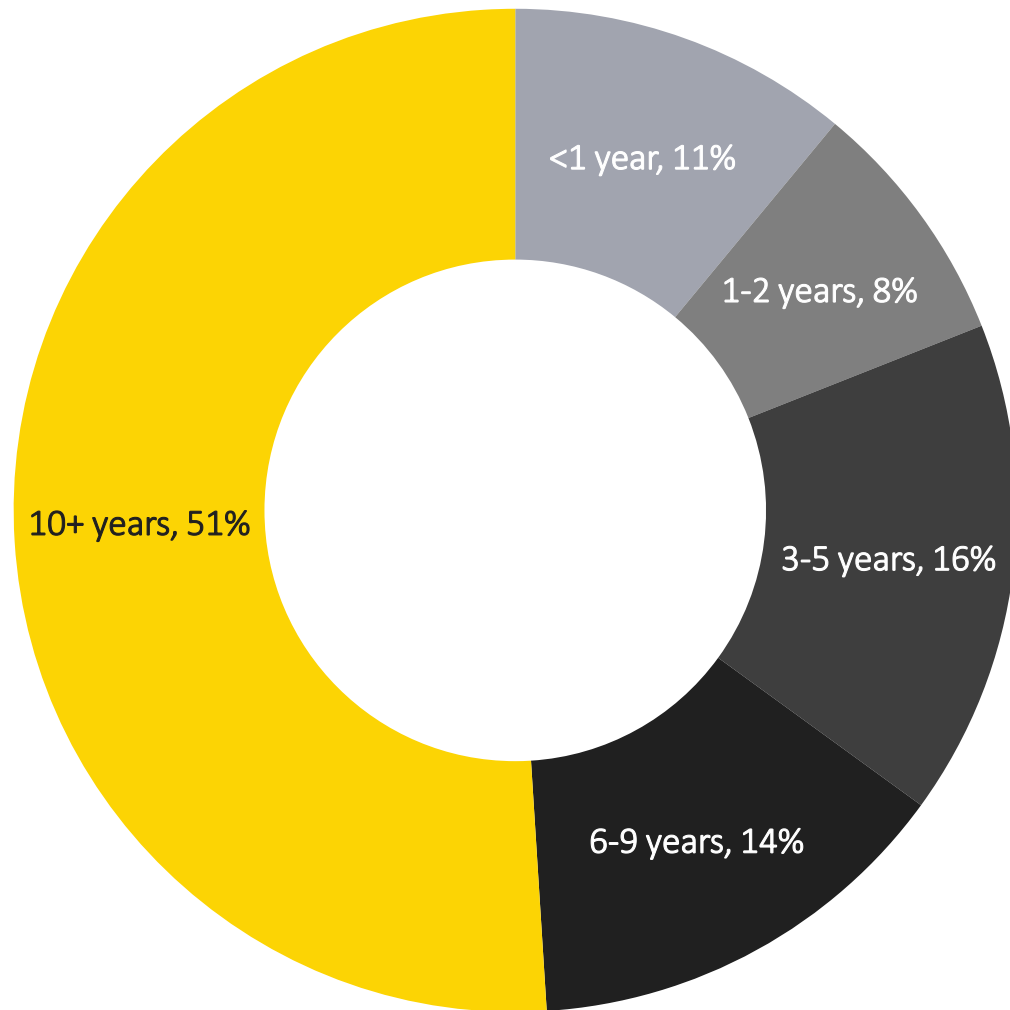
Staff Pre-Test

The pre-test gathered information on library staff's experiences with and preparation for assisting with patrons' physiological and/or psychosocial needs.

In April 2022, library staff at participating City Library Collective (CLC) libraries completed a staff pre-test in anticipation of a whole person librarianship training opportunity. In total, over 350 staff completed the pre-test.

Representation by Library

Library	Percentage
Kenosha	18%
Oshkosh	16%
Racine	15%
Appleton	14%
La Crosse	14%
Fond du Lac	10%
Beloit	8%
Mead	4%
Superior	3%

How long have you worked in a library-related field?

<1 year, 11%

1-2 years, 8%

3-5 years, 16%

6-9 years, 14%

10+ years, 51%

The majority of library staff have worked in a library-related field for 10 years or more, indicating that CLC library staff have a high level of experience in the field.

80%

of survey respondents indicated they would be participating in the Whole Person Librarianship training

63%
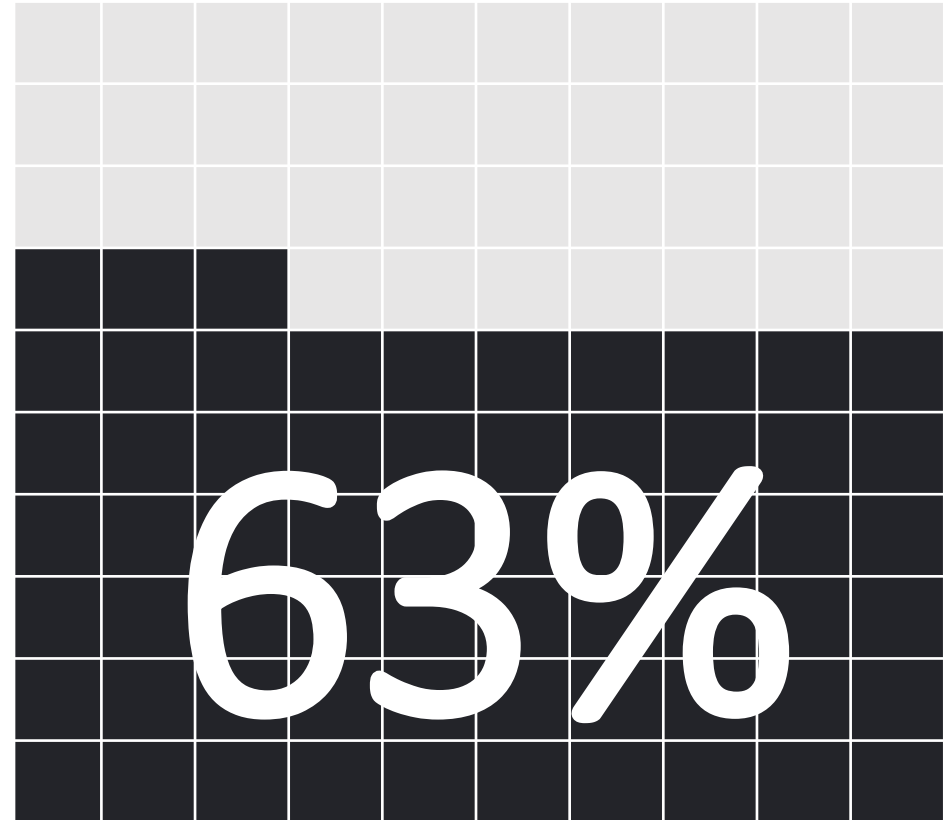
of **library staff** have received previous training that applied social-work oriented concepts to the library field

Over half of library staff indicated they observe patrons in need of physiological and/or psychosocial assistance on a daily or weekly basis.

How frequently do you observe patron behavior that causes you to believe they need help with their physiological and/or psychosocial needs?

26%	33%	12%	9%	13%	6%	2%

■ Daily ■ Weekly ■ 2-3 times/month ■ Once a month ■ Occasionally ■ Rarely ■ Never
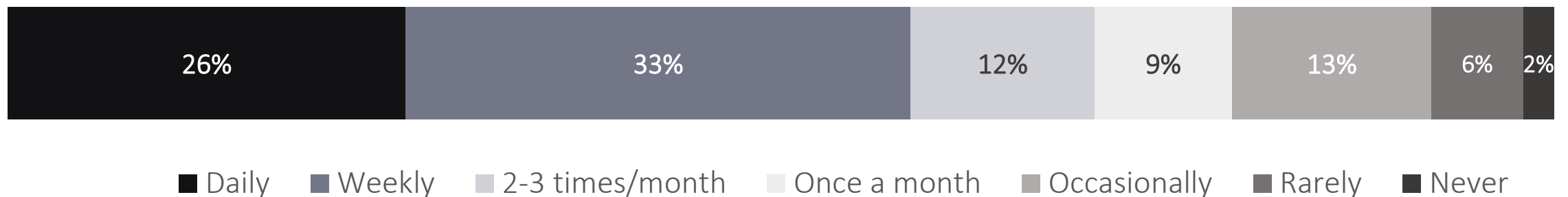
Over 70% of library staff rated the physiological and/or psychosocial needs of patrons in their library as moderate to severe (measured as seeing patrons on at least a monthly basis in need of significant assistance).

How severe do you believe the physiological and/or psychosocial needs of patrons visiting your library are?

Severe Need	Moderate Need	Fair Need	Mild Need
35%	36%	23%	6%
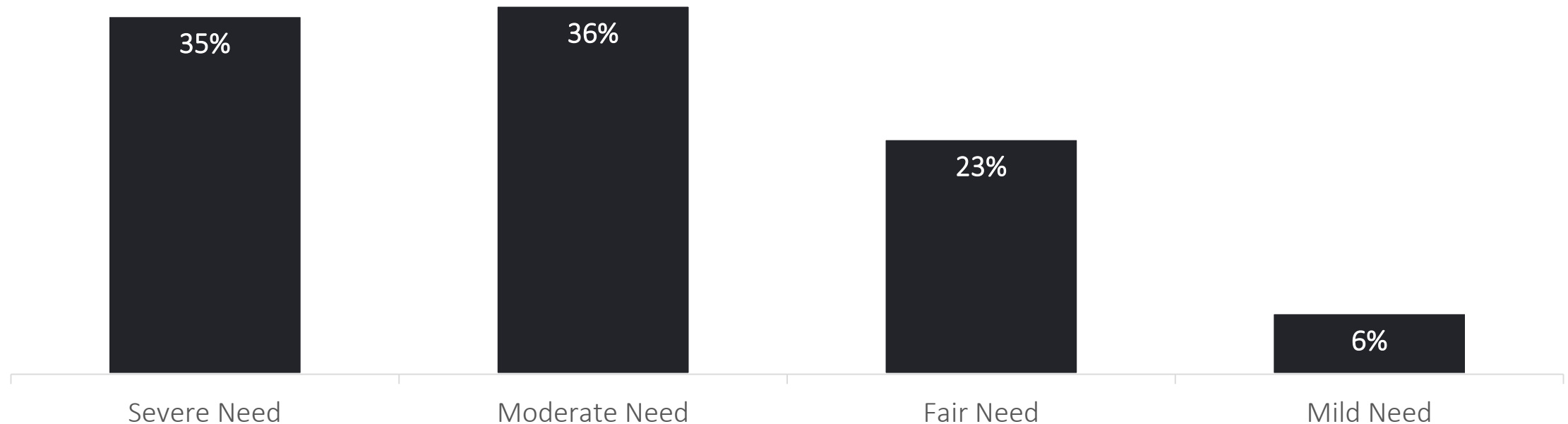
On a scale of 1 to 10, with 1 being "not confident at all," library staff averaged **a confidence rating of 5**.

How confident do you feel about your personal ability to address patron behavior that leads you to believe they need help with their physiological and/or psychosocial needs?

Rating	Percentage
1	8%
2	7%
3	13%
4	13%
5	19%
6	12%
7	13%
8	9%
9	2%
10	4%
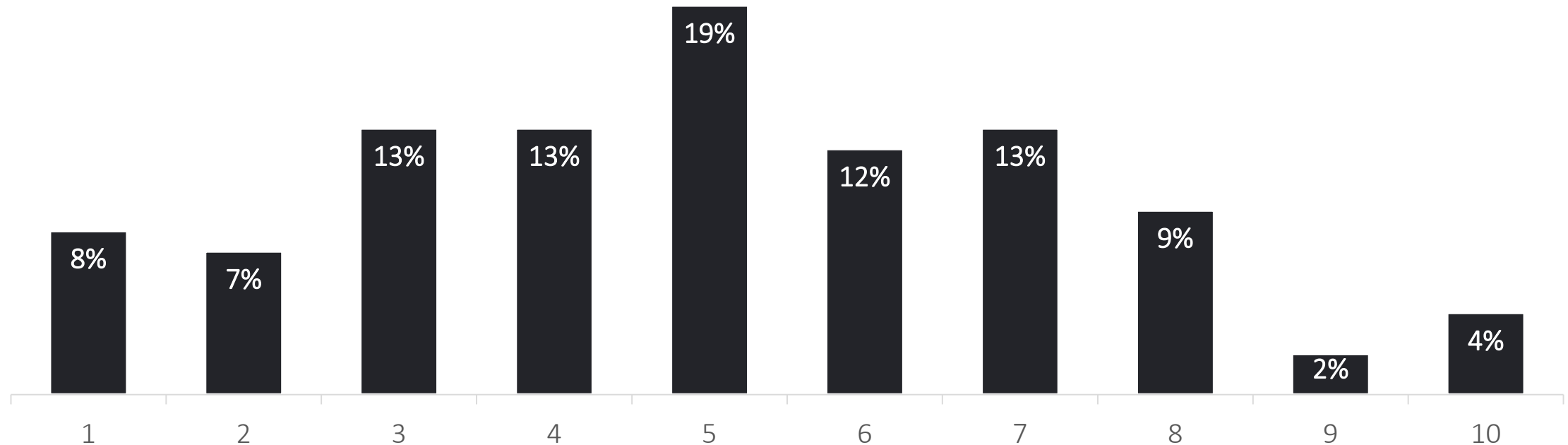
On a scale of 1 to 10, with 1 being "not at all a part of my job," library staff averaged **a rating of 5.3** that assisting patrons with their physiological/psychosocial needs was a part of their job duties.

To what extent do you believe that assisting patrons with their physiological and/or psychosocial needs is a part of your job duties?

1	2	3	4	5	6	7	8	9	10
9%	10%	12%	6%	19%	12%	10%	10%	6%	7%
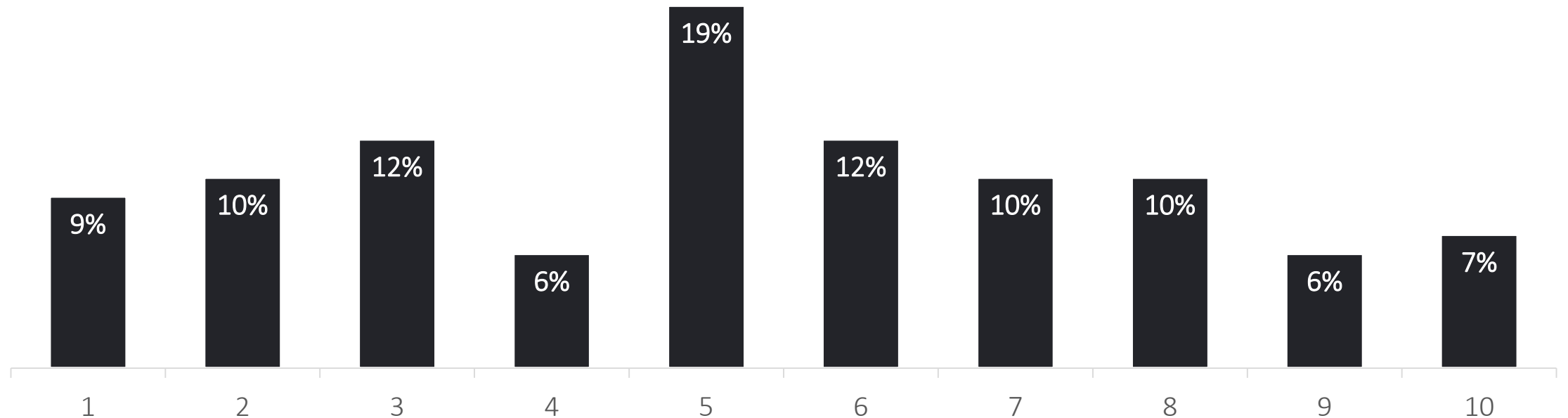
Do you feel like you have access to appropriate and sufficient training and resources at your library to provide adequate support to patrons needing assistance meeting their physiological and/or psychosocial needs?

Yes, 18%

No, 22%

Somewhat, but I need more, 60%
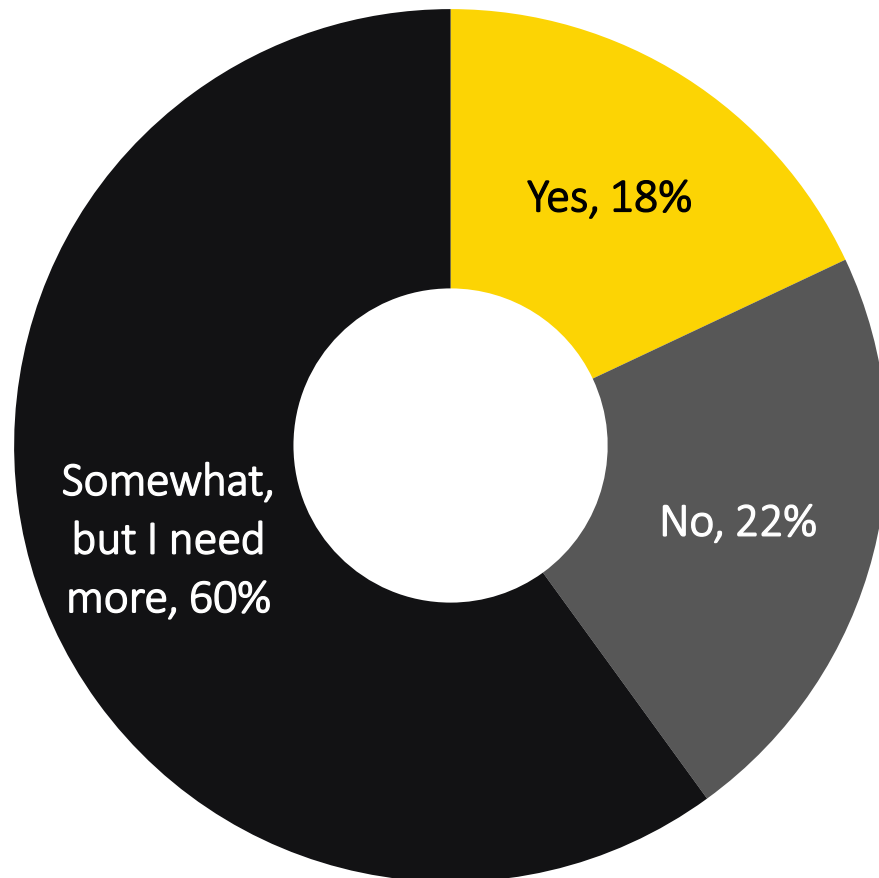
Less than 20% of library staff felt like they have the training and resources they need to assist patrons with their physiological and/or psychosocial needs.

Staff Post-Test

In October 2022, library staff at participating City Library Collective (CLC) libraries completed a staff post-test after completing a series of whole person librarianship-oriented activities as part of the grant. In total, over 75 staff completed the post-test. Comparisons with the pre-tests were limited to libraries who conducted both the staff pre- and post-tests.

Representation by Library

| Kenosha	Fond du Lac	Superior	Oshkosh	Mead	La Crosse
41%	28%	9%	9%	9%	5%
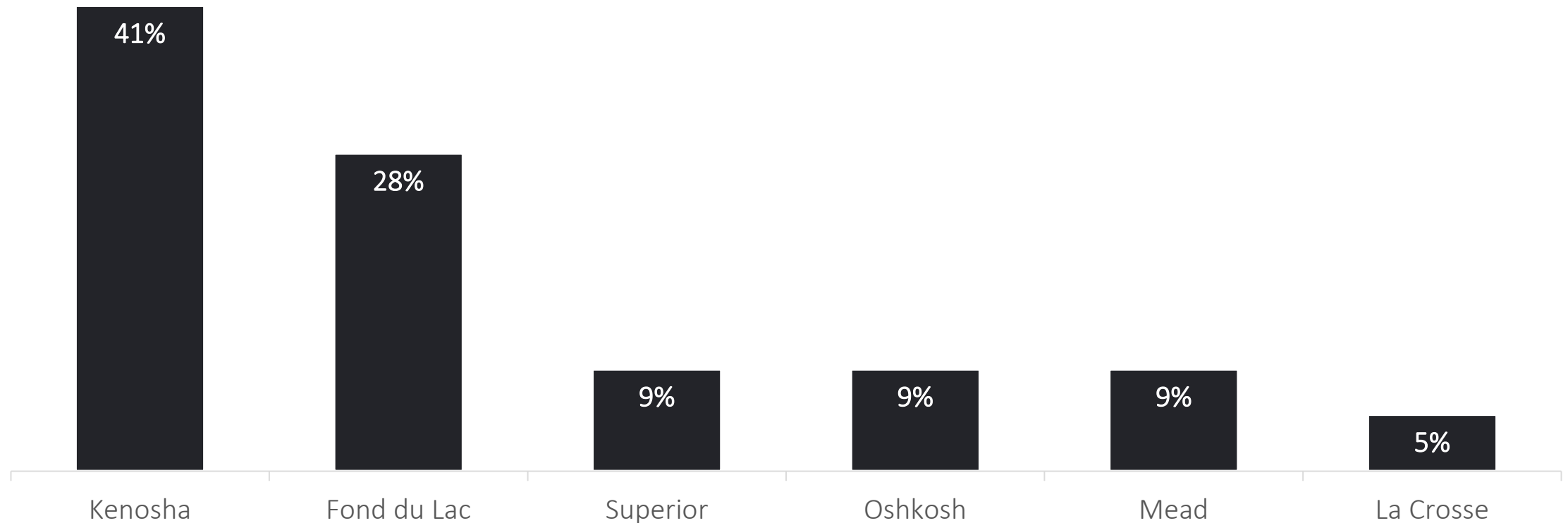
The post-test gathered information on library staff's experiences with and preparation for assisting with patrons' physiological and/or psychosocial needs after going through the ARPA grant period and associated activities.

In total, the survey gathered over 500 responses from 6 CLC library communities.

Which library do you visit most often?

Fond du Lac	Oshkosh	Superior	Kenosha	Mead	Racine
45%	17%	16%	12%	3%	2%
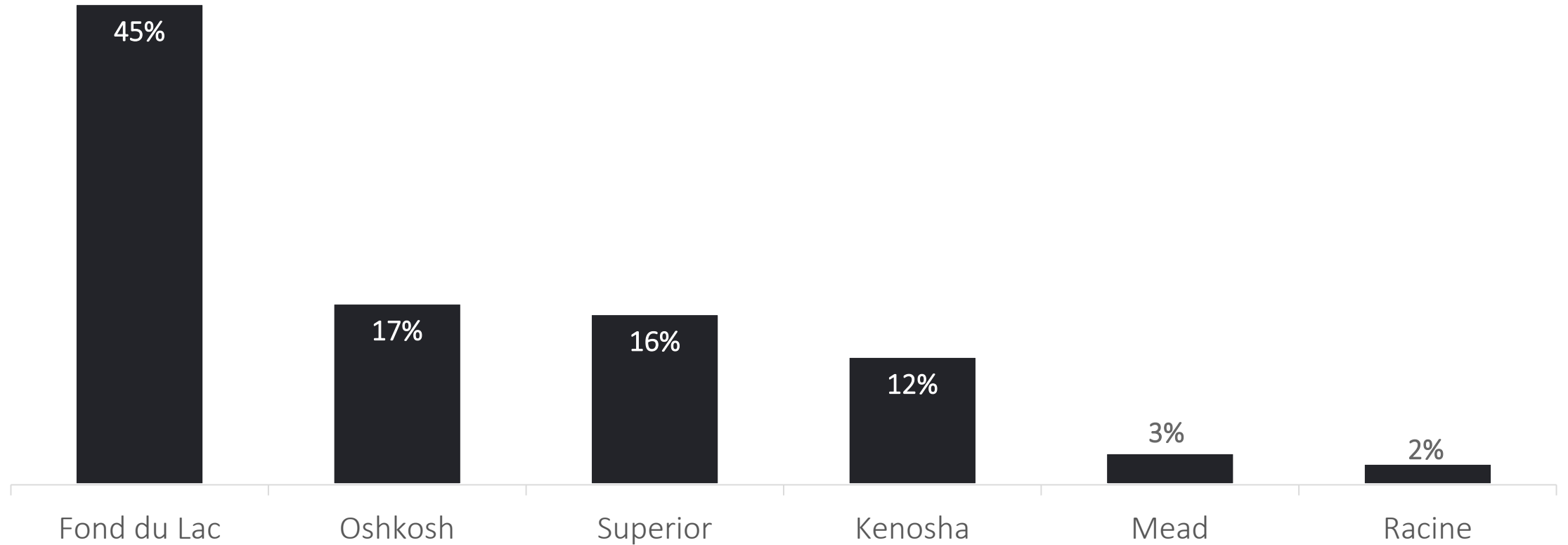
57% of staff indicated they observed patrons in need on a daily or weekly basis on the pre-test compared to 56% on the post-test indicating a consistent level of need across the grant project.

How frequently do you observe patron behavior that causes you to believe they need help with their physiological and/or psychosocial needs?
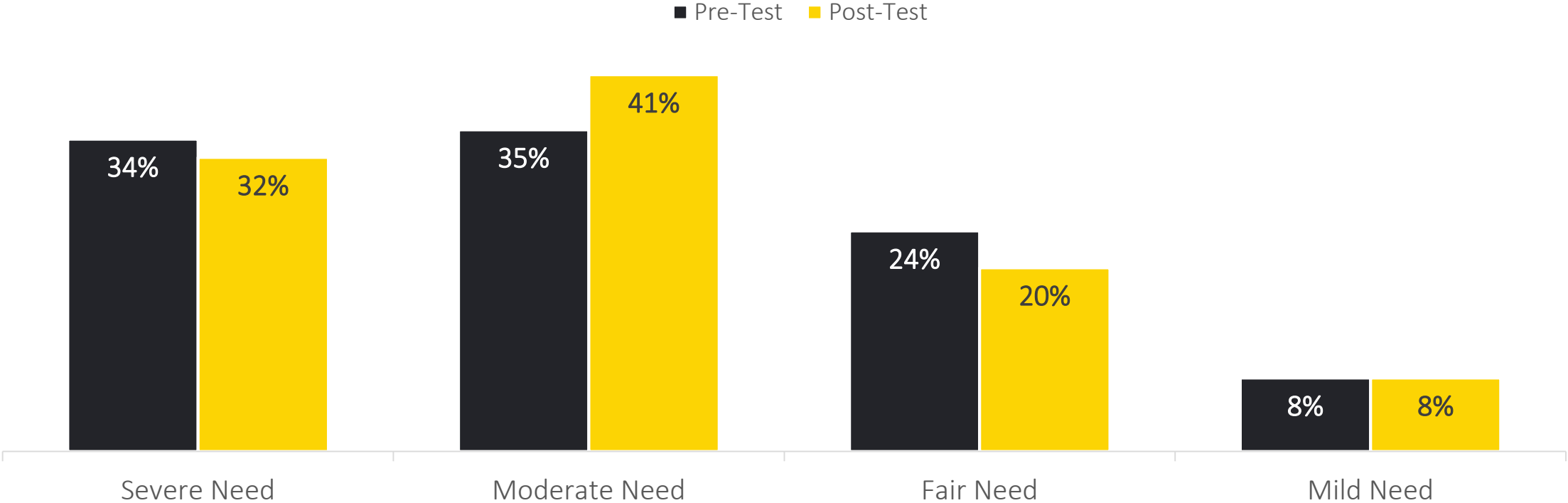
Pre-Test

| 25% | 32% | 11% | 10% | 13% | 6% | 3% |

Post-Test

| 27% | 29% | 18% | 13% | 10% | 4% |

■ Daily ■ Weekly ■ 2-3 times/month ■ Once a month ■ Occasionally ■ Rarely ■ Never

The level of perceived severity of patrons' needs also remained relatively stable with a slight decrease in the percent of patrons appearing to have severe needs.

How severe do you believe the physiological and/or psychosocial needs of patrons visiting your library are?

■ Pre-Test   ■ Post-Test

Severe Need	Moderate Need	Fair Need	Mild Need
34% / 32%	35% / 41%	24% / 20%	8% / 8%

On a scale of 1 to 10, with 1 being "not confident at all," library staff averaged **a confidence rating of 5.1** on the Pre-test and **5.4** on the Post-Test, indicating a slight but notable increase over the life of the project.

How confident do you feel about your personal ability to address patron behavior that leads you to believe they need help with their physiological and/or psychosocial needs?

Pre-Test	5.1
Post-Test	5.4
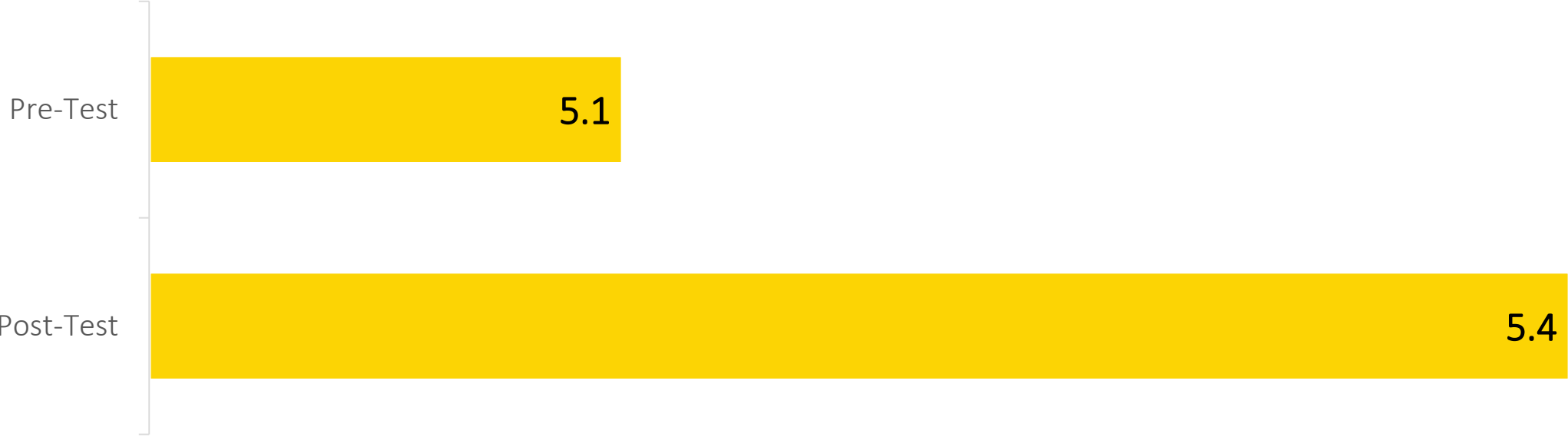
On a scale of 1 to 10, with 1 being "not at all a part of the job," library staff indicated that assisting patrons with their physiological and/or psychosocial needs as being a **5.2** on the pre-test and a **5.7** on the post-test.

To what extent do you believe that assisting patrons with their physiological and/or psychosocial needs is a part of library staff's job duties?

Pre-Test — 5.2

Post-Test — 5.7
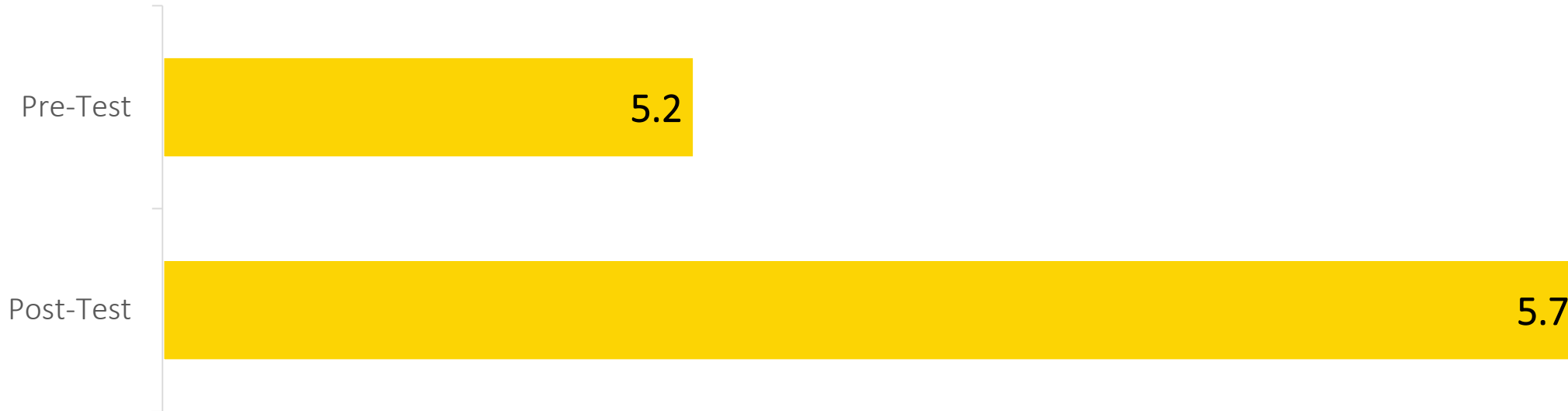
Community Survey

Community members view their local libraries positively, indicating high levels of agreement that the library is a place for positive experiences where they feel their privacy is respected in a safe environment.

Please rate your level of agreement with the following statements:

Statement	Rating
My experiences at the library are positive.	4.55
My privacy is respected.	4.46
I feel safe at the library.	4.45
The library is a place I feel comfortable asking staff for assistance.	4.19
I see the library as a resource for having certain needs met.	3.62

Scale: Strongly Disagree(1) to Strongly Agree(5)

Community members **disagreed** that their local communities had enough social services to meet community need and, largely, do not see patrons behaving disruptively in the library.

2.62

2.48

Community Has Enough Social Services

I See Patrons Behaving Disruptively
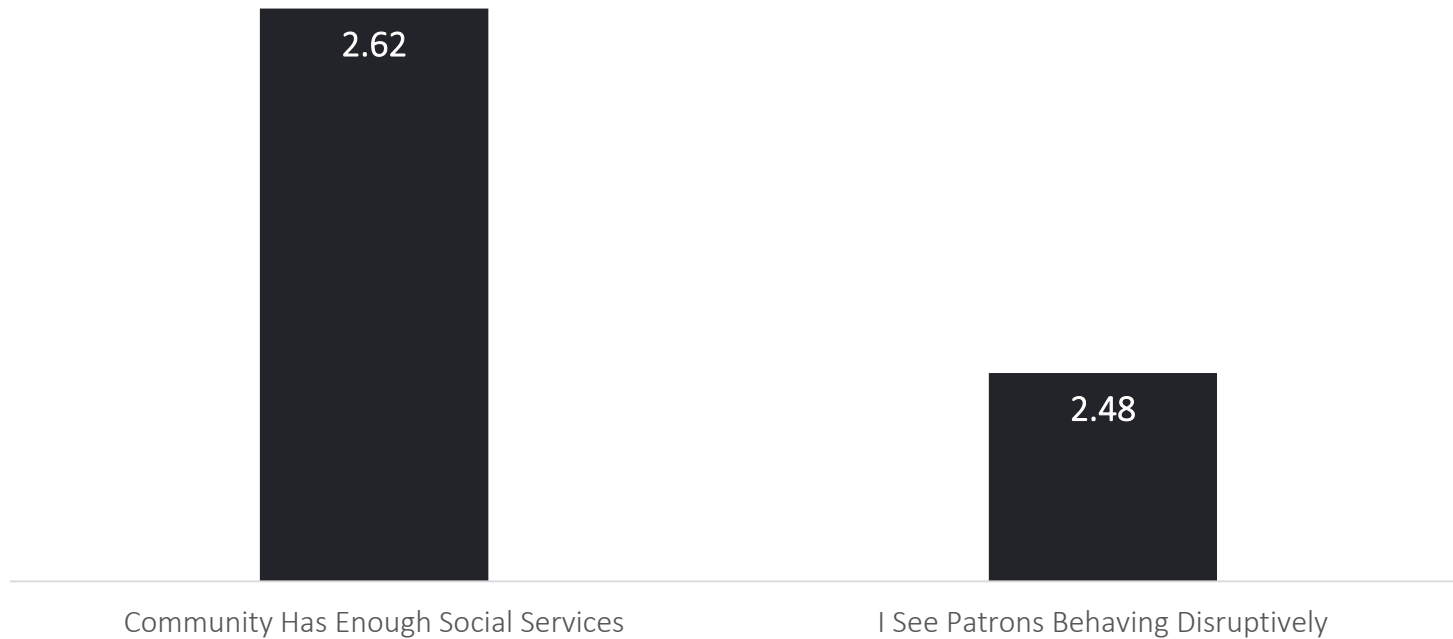
Scale: Strongly Disagree(1) to Strongly Agree(5)

People with household incomes less than $50,000 annually were more likely to believe that the local community does **not** have enough social services to meet the needs of residents compared to people making $50,000+.
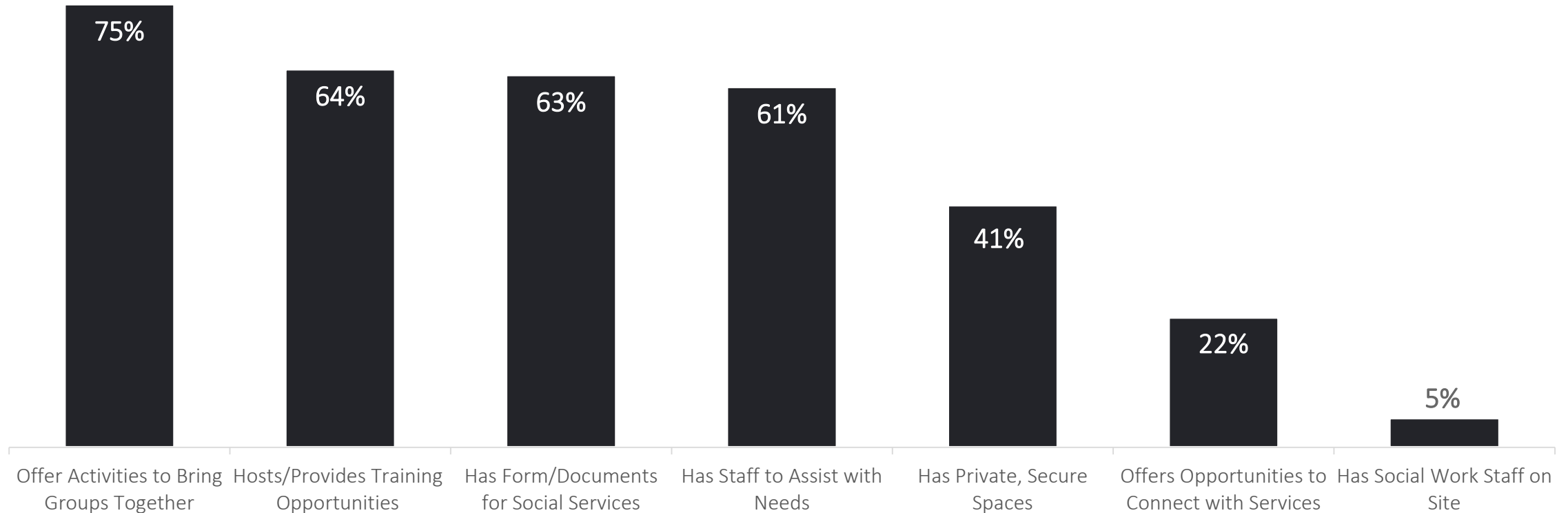
$50K+ 55%

Less than $50K 63%
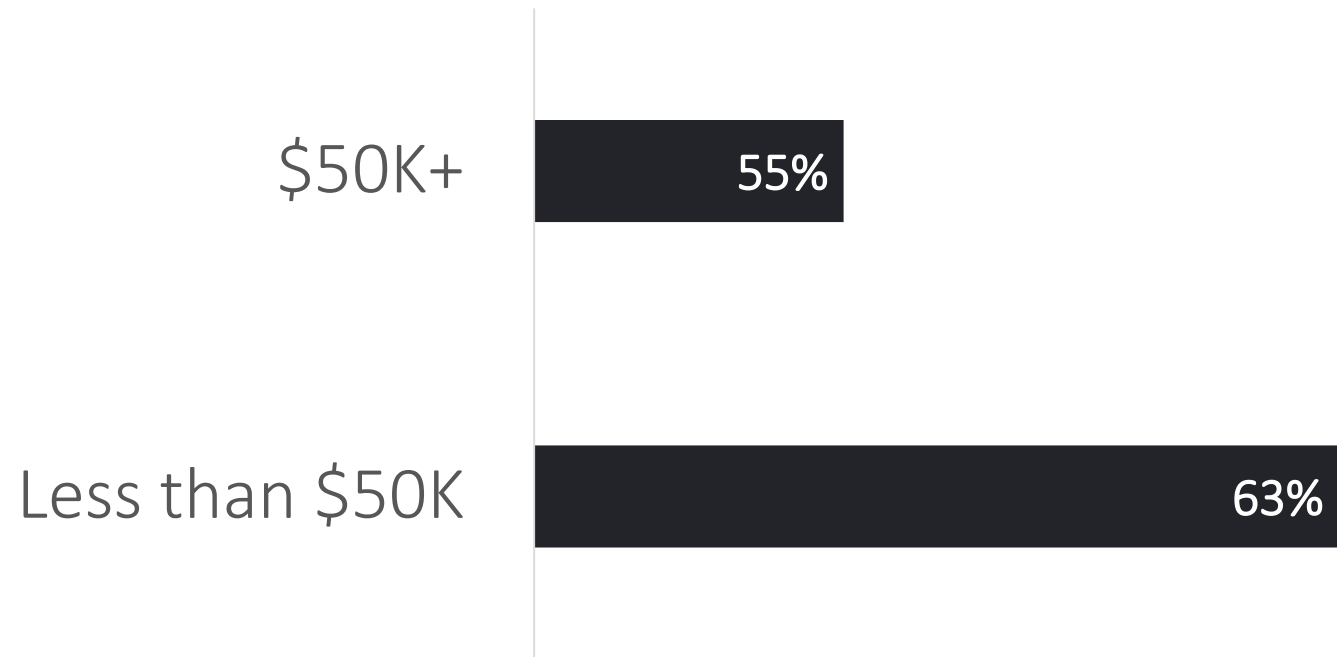
On a scale of 1 to 10, with 1 being "not at all a part of the job," community members averaged **a rating of 4.0** that assisting patrons with their physiological/psychosocial needs was a part of a library staff member's job duties. When library staff were asked the same question, their average rating was **5.3.**

To what extent do you believe that assisting patrons with their physiological and/or psychosocial needs is a part of library staff's job duties?

4.0

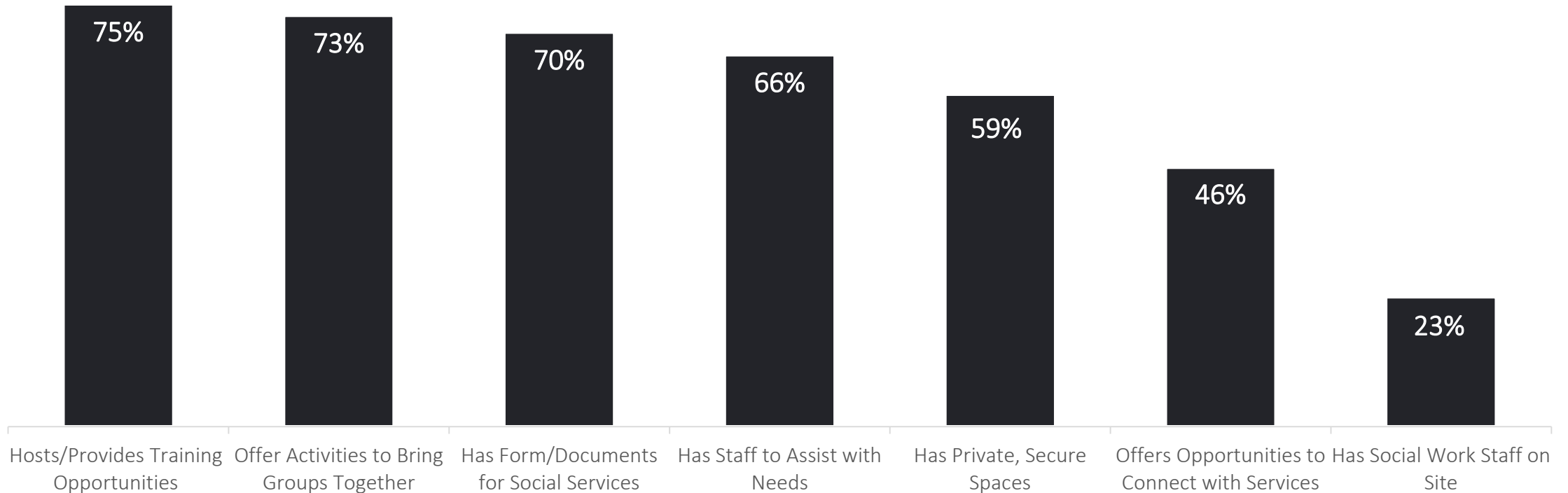5.3

Community Average

Library Staff Average
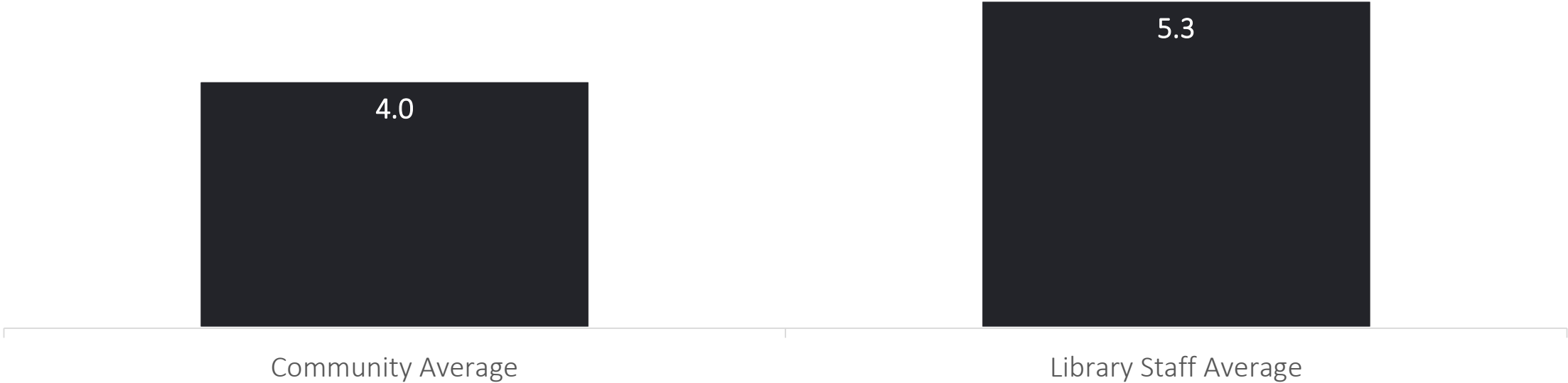
Community members were most aware that their library offers activities that bring together community groups, agencies, and service providers.

Which of the following services are you aware that your library provides?
(Note: Not all CLC libraries provide all of these services.)

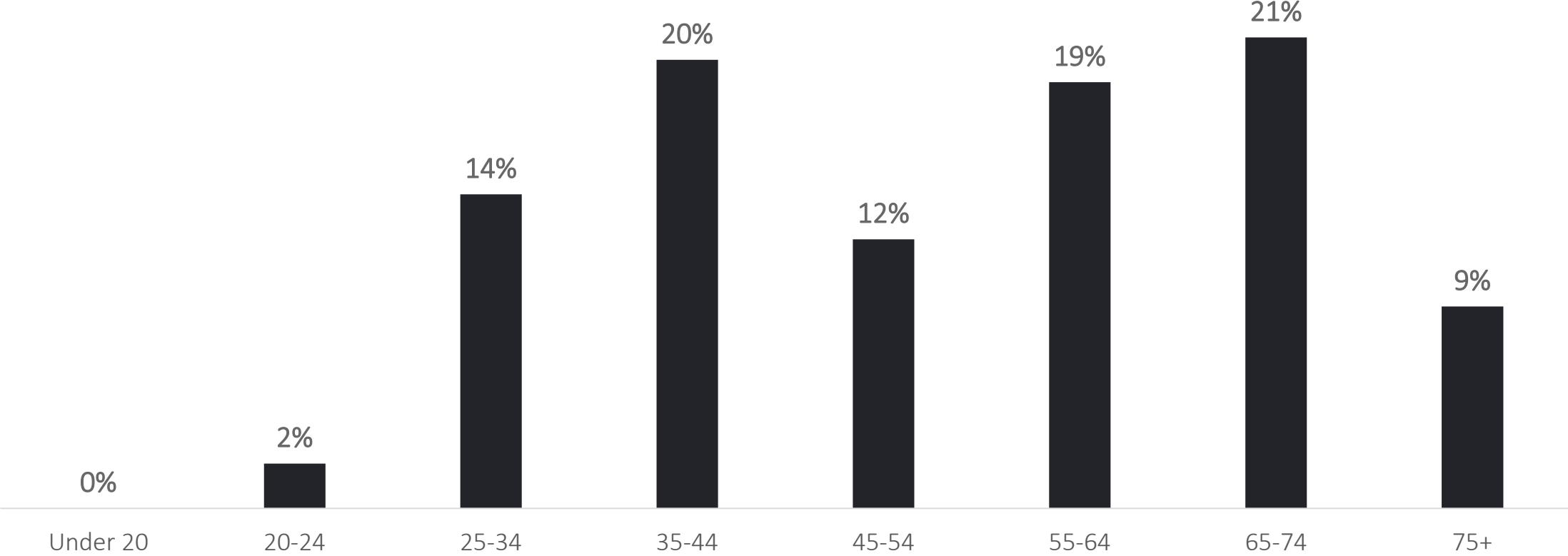|	
Offer Activities to Bring Groups Together	75%
Hosts/Provides Training Opportunities	64%
Has Form/Documents for Social Services	63%
Has Staff to Assist with Needs	61%
Has Private, Secure Spaces	41%
Offers Opportunities to Connect with Services	22%
Has Social Work Staff on Site	5%

When asked which of these services community members would like their local library to provide, respondents prioritized training classes, community activities, and availability of forms/documents from social service agencies as their top desires.

Which of the following services are important to you that your library provides?
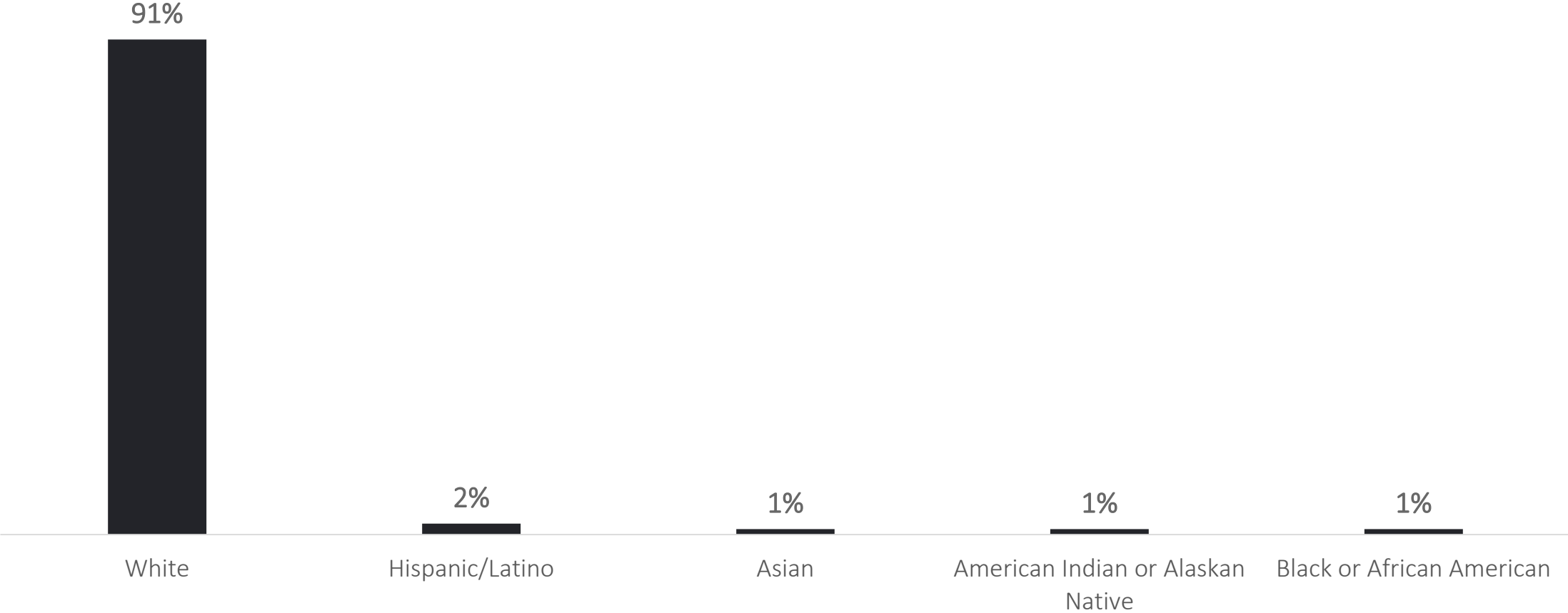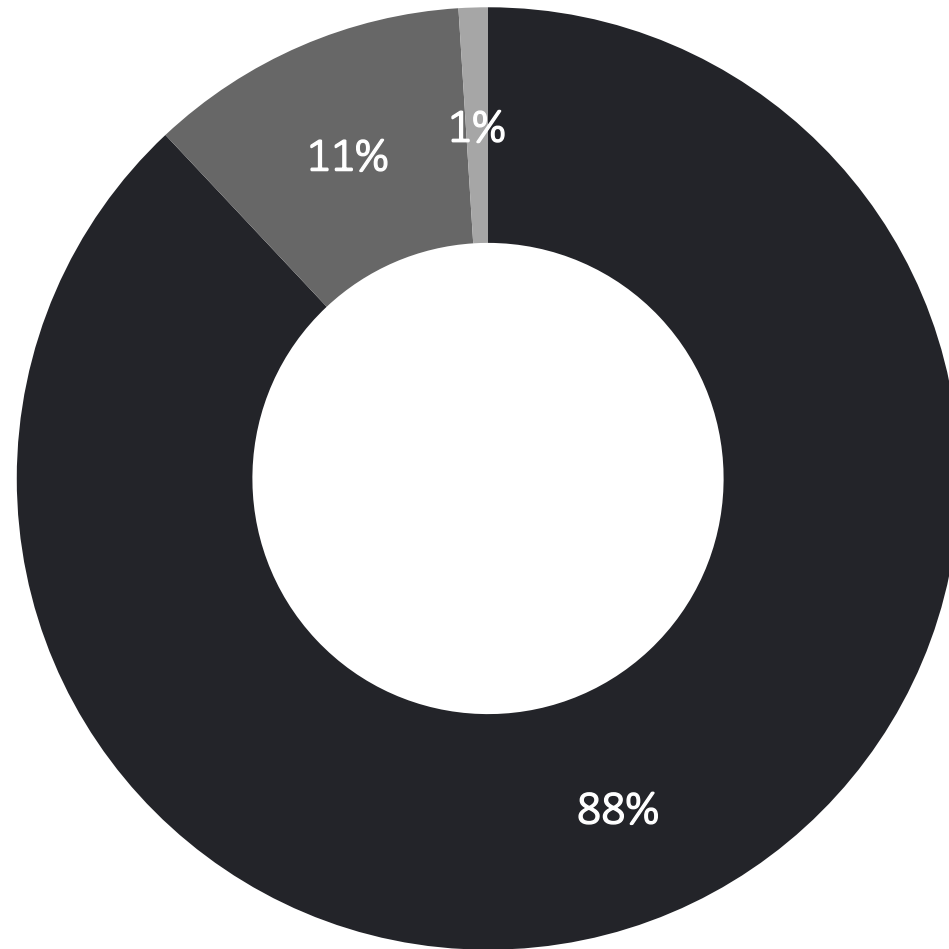*(Note: Not all CLC libraries provide all of these services.)*

Category	Value
Hosts/Provides Training Opportunities	75%
Offer Activities to Bring Groups Together	73%
Has Form/Documents for Social Services	70%
Has Staff to Assist with Needs	66%
Has Private, Secure Spaces	59%
Offers Opportunities to Connect with Services	46%
Has Social Work Staff on Site	23%

What is your age?

Under 20	20-24	25-34	35-44	45-54	55-64	65-74	75+
0%	2%	14%	20%	12%	19%	21%	9%

What is your race? (Check all.)

91%	2%	1%	1%	1%
White	Hispanic/Latino	Asian	American Indian or Alaskan Native	Black or African American

What is your gender?

88% Female
11% Male
1% Non-binary

Do you have dependent children living at home?
(Check all that apply.)

Younger than 5	5-12 years old	13-18 years old	18+ living at home	No children at home	Prefer not to respond
13%	18%	11%	9%	61%	2%
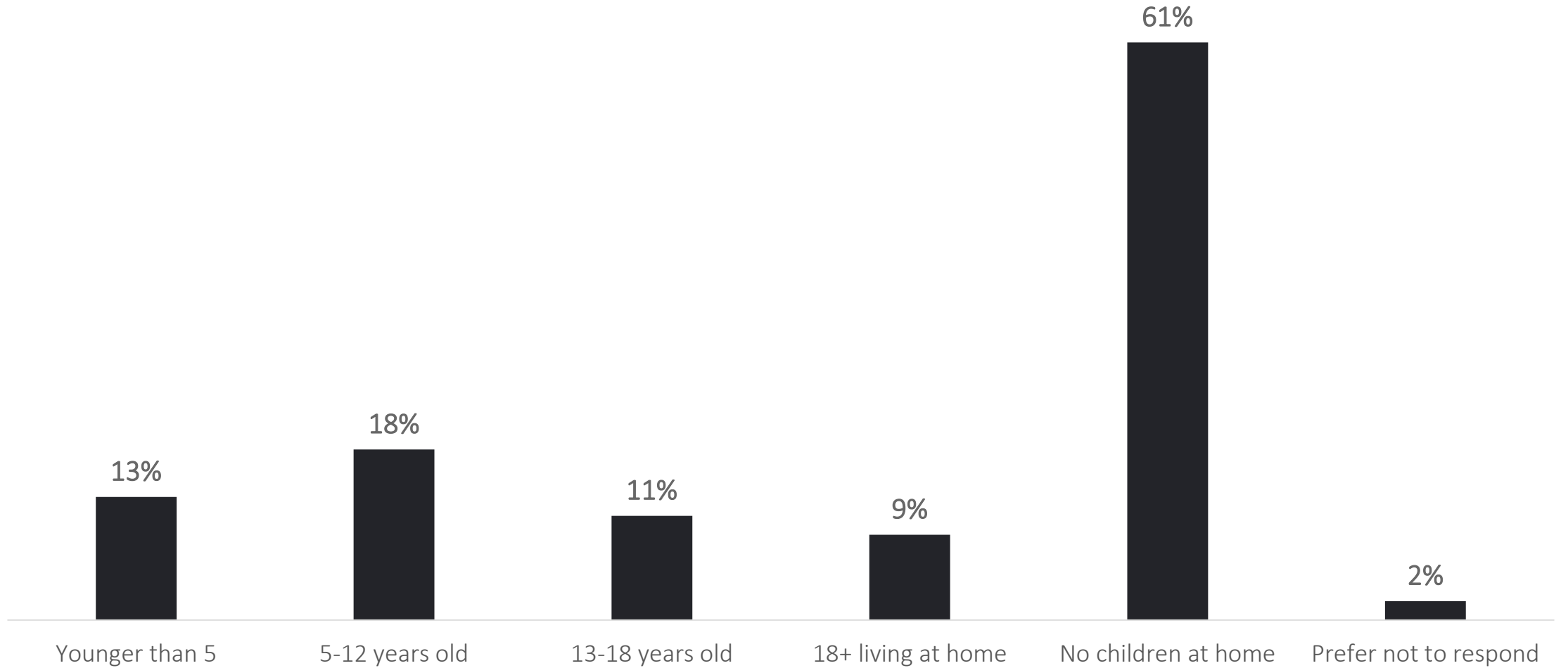
Which best describes your employment status?

Employment Status	Percentage
Full-time	37%
Retired	33%
Part-time	13%
Stay-at-home parent	8%
Self-employed	3%
Prefer not respond	1%
Disabled/Unable to Work	1%
Student	0%
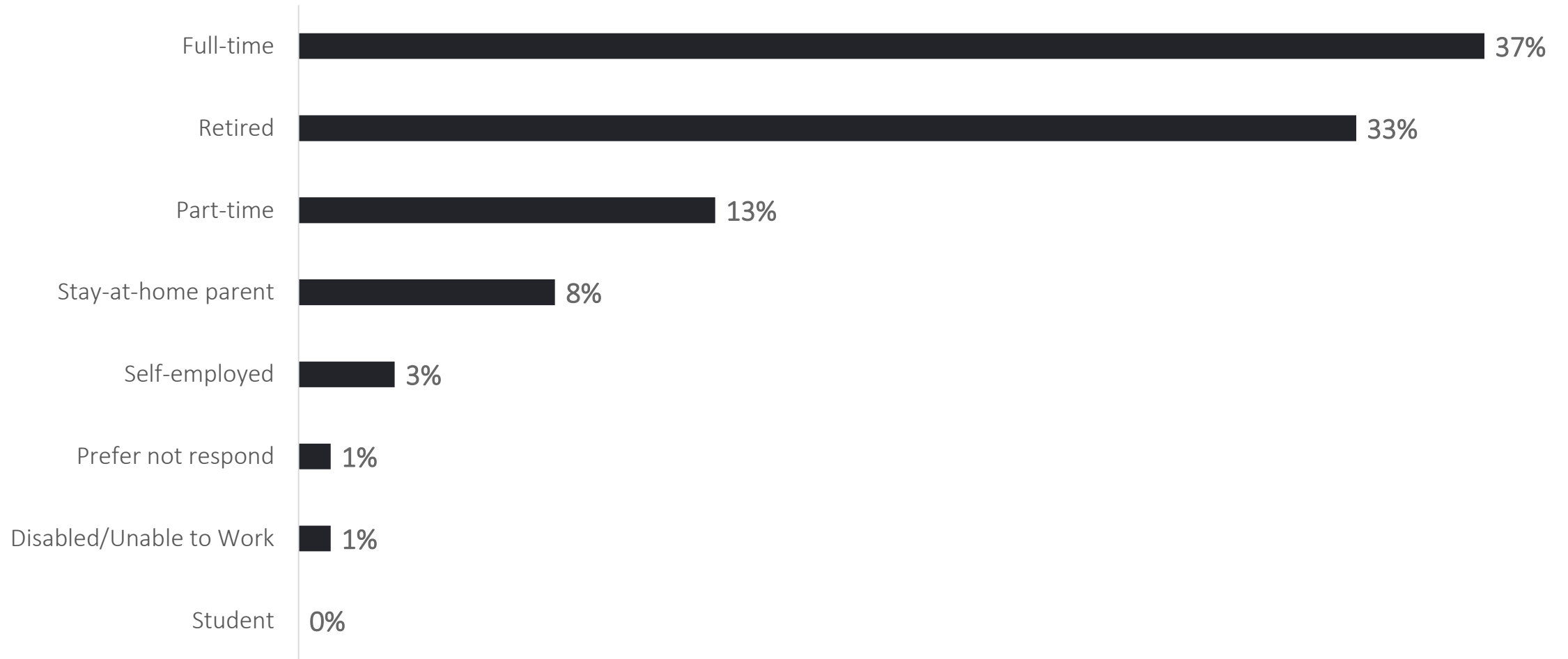
What is your approximate, average annual household income (gross)?

Income Range	Percentage
<$25K	9%
$25,000-49,999	13%
$50,000-74,999	19%
$75,000-99,999	13%
$100,000-149,999	17%
$150,000-199,999	5%
$200K+	2%
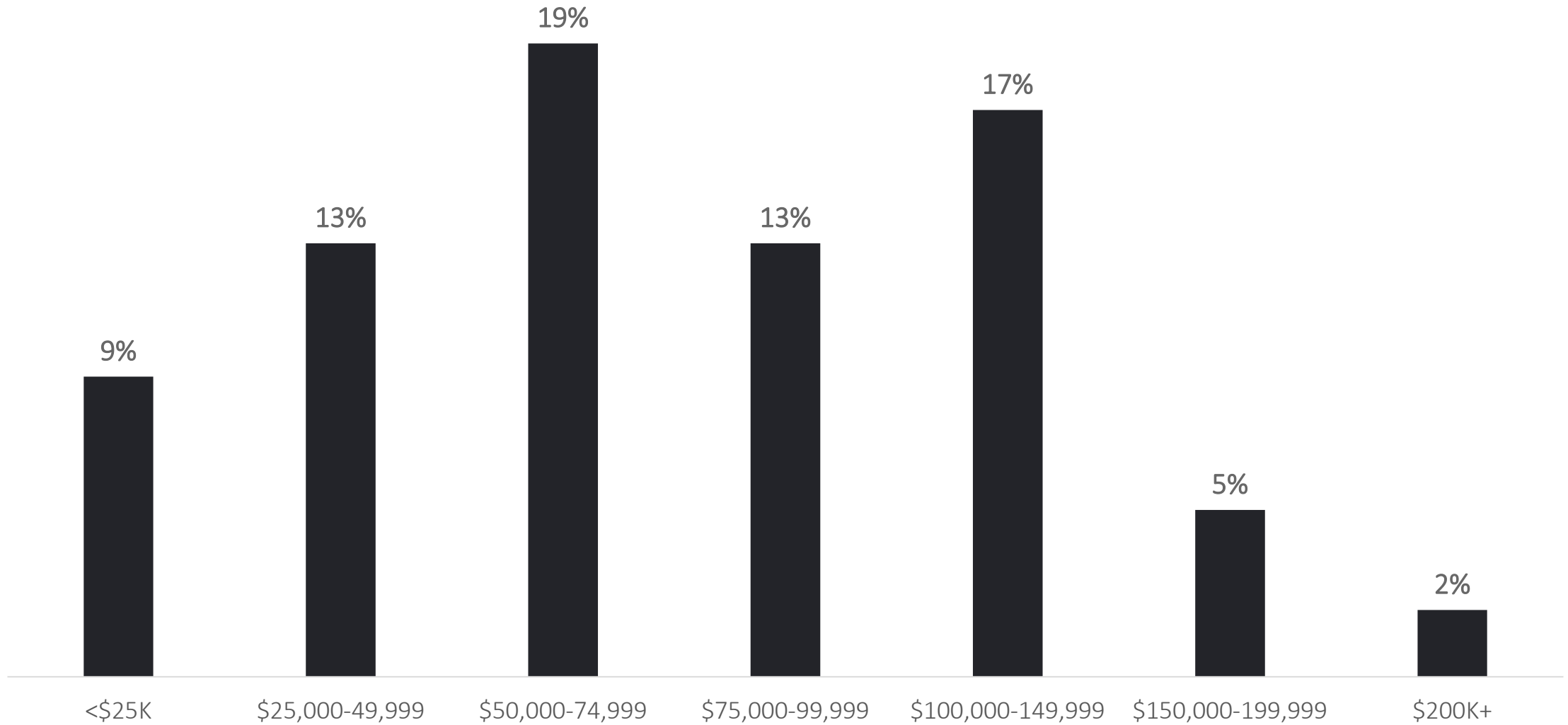
Incident Tracking: May and June 2022

CLC Libraries worked together to theme both incidents and library responses to allow for consistency tracking over time. Each participating library "coded" each incident that occurred during the tracking period with a "Patron Behavior/Need" theme and "Library Response" need.

Patron Behavior/Need	Library Response
Security Incident	Security Contacted
Medical Incident	Medical Assistance Initiated
Disruptive Behavior	Referral
Refusal to Leave	Temporary Removal
Violation of Existing Restrictions	Permanent Ban
Direct Request for Assistance	Handled Internally at Library
Other	Other
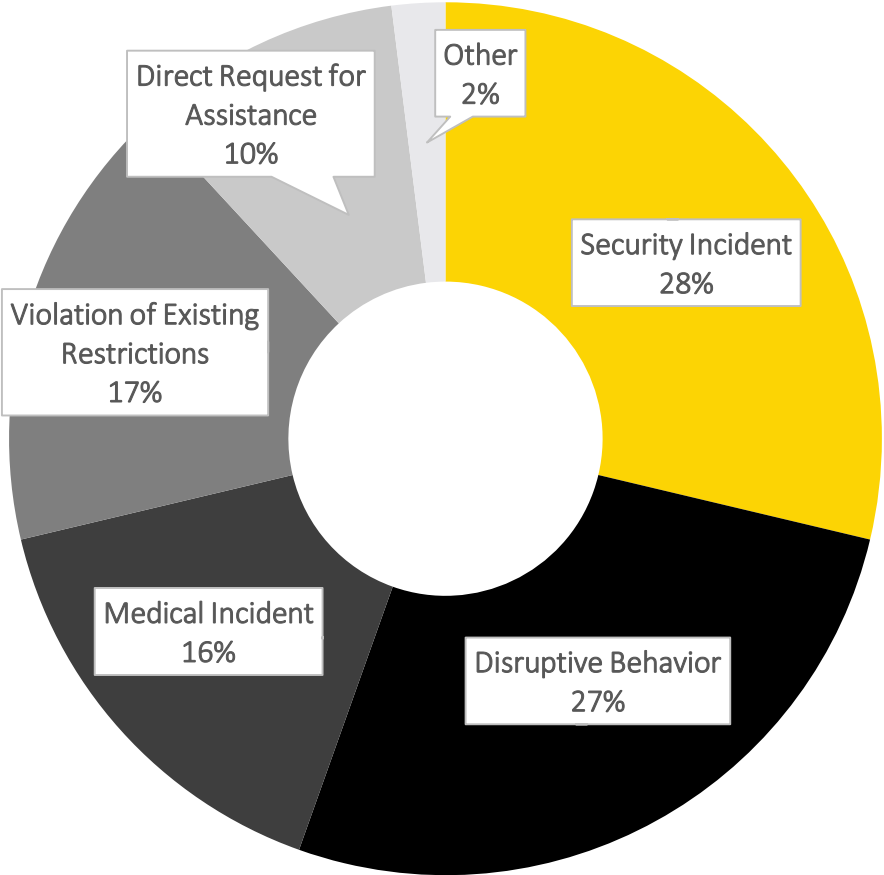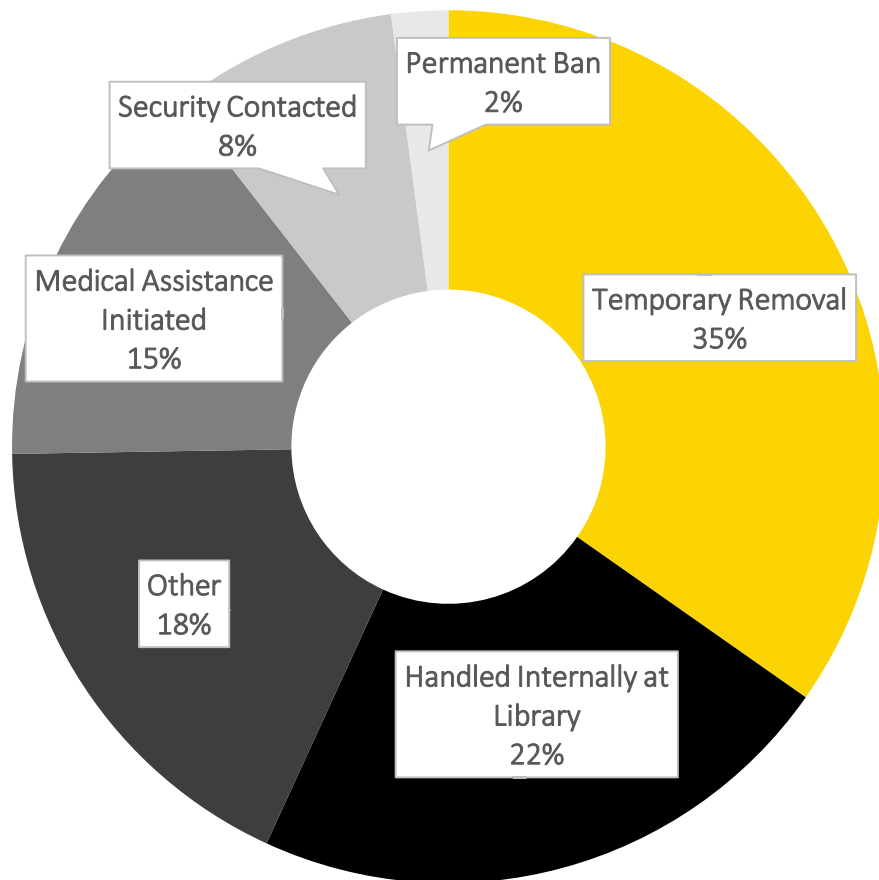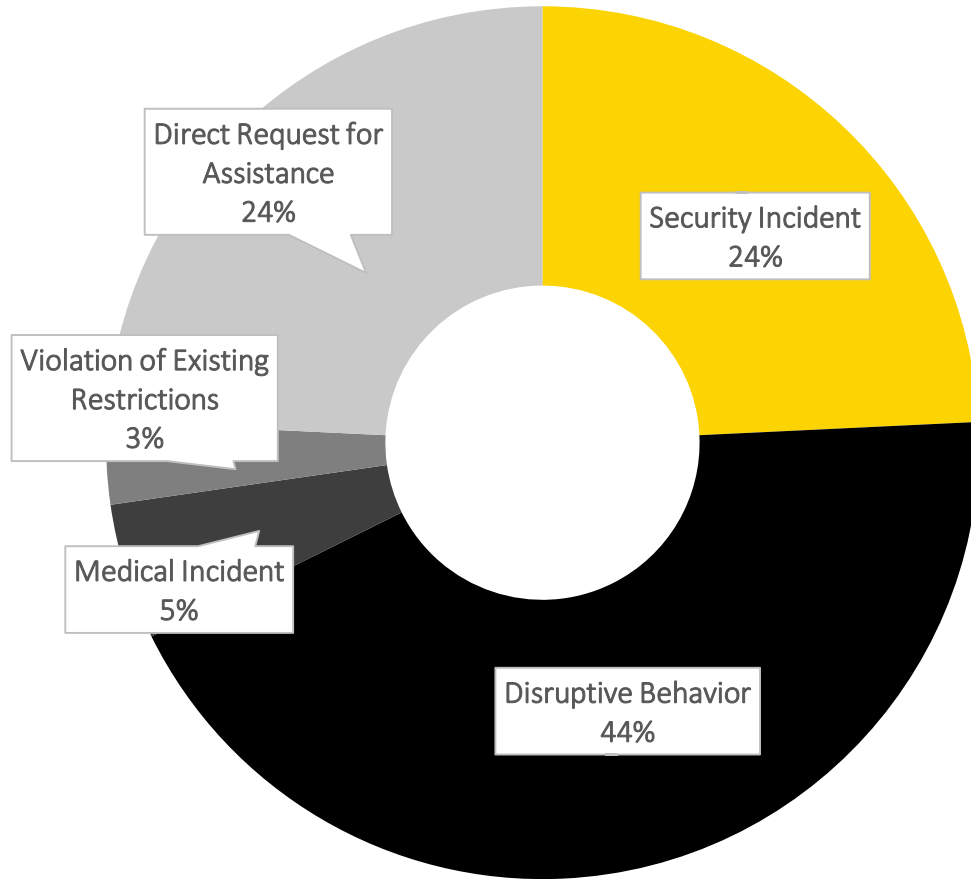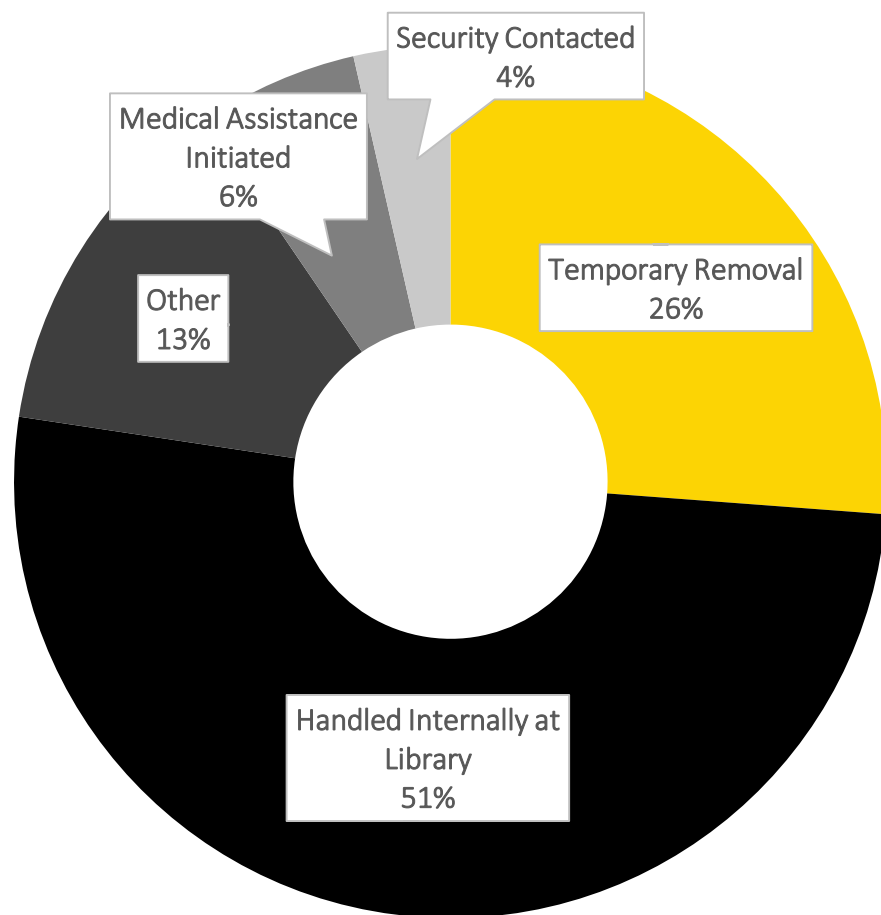
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