

AUSTIN
PUBLIC
LIBRARY

Community Services

July 24, 2023

Community Services Duties

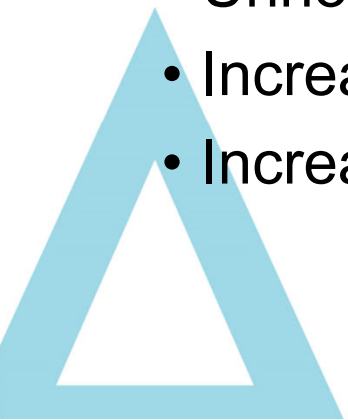
- Available for appointments and walk in services with unhoused patrons at Central, Terrazas, and Little Walnut libraries
- Make referrals to social services providers and connect unhoused patrons to essential services like: food, shelter, temporary/permanent housing, employment services, clothing, hygiene needs, eligible benefits, and healthcare
- Receive referrals from staff, external service providers, and word of mouth among the unhoused community
- Coordinate service providers in branches

Services & Needs

- IDs
- Clothing & Shoes
- Government Assistance (SNAP, housing vouchers)
- Bus Passes
- Medication
- Mental Health Treatment
- General Healthcare
- Employment Assistance
- Shelter
- Low/No Cost Legal Aid
- Phone Access
- Safe Spaces
- Temporary Housing Supplies (tents & sleeping bags)
- Substance Use Safety Supplies
- Substance Use Treatment

Issues

- Library use policies problematic for unhoused patrons
 - No clothing, no shoes
 - Belongings, no storage
 - Sleeping
 - CTNs
- Unhoused patrons visit all of our locations
- Increase in urgent mental health care needs
- Increase in substance abuse



Supports

- Small budget for fees like IDs
- Budget for hygiene, harm reduction, and basic needs for library use like reading glasses and shoes
- Hosting social services providers in libraries for more direct and faster services
- In house social workers/interns
- Additional Community Services Coordinators

