Homeless Services Team Recommendations

1. **Recommendation of specific policy changes needed to improve library service delivery to McKinney's homeless population**
   - After review the Homeless Services Team determined no changes are needed for the library's Code of Conduct. The team will continue to monitor the needs of this population to determine if policies need to be changed.
2. **Identify and recommend onboarding and training resources needed to help staff deliver library services to the homeless population.**
   - After interviewing and surveying different staff members at both libraries, the Homeless Services Team determined that onboarding and training resources should include:
     - Sensitivity training and scripts for how to interact with patrons experiencing homelessness.
     - Guidelines for what behaviors require a verbal warning, dismissal from the facility, or criminal trespassing.
   - The following are possible resources for onboarding and training:
     - Paid Resource:
       - Ryan Dowd's "Practical Skills for Difficult Homeless Patrons"
         - An annual subscription would be $539 for 50 staff members
         - Includes 3 hours of video training that can be broken up into 2-10 minute modules.
     - Free Resources:
       - Ryan Dowd's Website – Librarian's Guide to Homelessness: http://www.homelesslibrary.com/
       - A Librarian's Guide to Homelessness – 40 minute Youtube clip: https://www.youtube.com/watch?v=FYiEEhhrFh4
       - Online articles/resources
         - A Home to the Homeless: Libraries offer refuge and support to those in need and help foster a new community approach to homelessness. https://americanlibrariesmagazine.org/2014/11/24/a-home-to-the-homeless/
         - Library Service to the Homeless. http://publiclibrariesonline.org/2013/04/library-service-to-the-homeless/
3. **Generate an exhaustive list of local resources and organizations serving the homeless population and identify potential partnerships.**
   - The Homeless Services Team has created a comprehensive Community Resource pamphlet that lists local resources and organizations serving the homeless population specific to McKinney.
   - The Community Resource pamphlet is available at both libraries, and are easily accessible to all and any patrons who want to take one.
   - Library Staff members have been made aware of this resource and its location on Library Commons.
   - The Community Resource pamphlet will be shared with other city departments such as, MPAC and Parks and Recreations.