



Social Workers in the Library

Providing Free Social Service Information and Referrals to the Community Through the San José Public Library



Social Workers in the Library (SWITL)

Deborah Estreicher; Peter Allen Lee;
Glenn Thomas; Cyndy Thomas



- SWITL is a unique collaborative model designed to increase access to social services via local, welcoming, neighborhood venues – the public libraries.

- SWITL was conceptualized in 2007 by librarian Deborah Estreicher (San José Public Library) and developed in partnership with Peter Allen Lee (Professor, School of Social Work)



The Dr. Martin Luther King, Jr. Library



- Former San José Mayor Susan Hammer and San José State University President Robert Caret conceived the idea of a joint University/City Library in 1997
- Opened August 1, 2003
- The King Library is the library for San José State University and the Main Branch of the San José Public Library System

- This is the largest library to be built at one time west of the Mississippi
- Eight floors plus a mezzanine and lower level
- The building has a capacity of 2 million volumes
- Over 1 million visitors are served per year
- The Library is free and open to all - no identification or proof of residency is needed to use or enjoy materials within the Library





- San José State University, founded in 1857, currently has an enrollment of over 30,000 students of which a majority are commuters.



- The City of San José is the 10th largest city in the nation, with estimates of over 1 million residents.
- Because of the area's high cost of living and the difficult economy, more residents are affected by employment and housing issues.



- The National Association of Social Workers (NASW), founded in 1955, is the professional organization which seeks to enhance the effective functioning and well-being of individuals, families, and communities through its work and advocacy.



- A needs assessment conducted in 2008 with the help of social work graduate students, polled library patrons about social service concerns and needs.

- The SWITL program pilot was launched in October 2009 in partnership with SJPL and the National Association of Social Workers. Free social service referrals and information are provided by volunteer professional social workers once a month by appointment to anyone.





Social Workers in the Library: Needs Assessment

The Dr. Martin Luther King Jr. Library is interested in implementing Social Workers in the Library: a social work information and referral service. The purpose of this program is to link people with useful resources in the community. This short survey will help the library understand what resources you might need.

Please complete the survey as best you can. There is no right or wrong answers. Thank you for your support.

1. Why do you usually visit the library? (Please describe): _____

2. Do you think the public library should be a source for referrals or information for social services and support programs? (Please check one):

Yes No

If "YES", check all the types of information and referral services that would interest you. (Please check all that apply):

- | | | |
|--|--|--|
| <input type="checkbox"/> Childcare | <input type="checkbox"/> Elder Abuse | <input type="checkbox"/> Crisis Hotlines |
| <input type="checkbox"/> Food/Clothing | <input type="checkbox"/> Mental Health | <input type="checkbox"/> Alcohol/Drug Rehabilitation |
| <input type="checkbox"/> Women Support Groups | <input type="checkbox"/> Housing | <input type="checkbox"/> GLBT support |
| <input type="checkbox"/> Men Support Groups | <input type="checkbox"/> Homelessness | <input type="checkbox"/> General Counseling |
| <input type="checkbox"/> Spirituality/Meditation | <input type="checkbox"/> Gang outreach | <input type="checkbox"/> Elder Issues |
| <input type="checkbox"/> Health Insurance | <input type="checkbox"/> Dating Violence | <input type="checkbox"/> Physical Disabilities |
| <input type="checkbox"/> Employment | <input type="checkbox"/> Suicide | <input type="checkbox"/> Other need, Please fill-in: _____ |
| <input type="checkbox"/> Health Improvement | <input type="checkbox"/> Eating Disorders | _____ |
| <input type="checkbox"/> Education | <input type="checkbox"/> Depression | _____ |
| <input type="checkbox"/> Parenting | <input type="checkbox"/> Teen Support Groups | _____ |
| <input type="checkbox"/> Domestic Violence | <input type="checkbox"/> Rape | _____ |
| <input type="checkbox"/> Child Abuse | <input type="checkbox"/> Immigration | _____ |

3. Have you ever accessed any type of social support or service? (Please check one):

Yes No

4. Where would you most likely access referrals or information for help if needed? (Please check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> Family member | <input type="checkbox"/> Internet |
| <input type="checkbox"/> Friend | <input type="checkbox"/> Non-profit Agency |
| <input type="checkbox"/> Doctor/Hospital | <input type="checkbox"/> Other, please fill-in: _____ |
| <input type="checkbox"/> Church | |
| <input type="checkbox"/> Police Department | |
| <input type="checkbox"/> County Agency | |

5. How adequate do you believe the MLK Library is CURRENTLY in offering information and resources regarding social services in the community? (Please circle one):

Very Adequate	Adequate	Somewhat Adequate	Not Adequate
1	2	3	4

6. What can the library do to help you access these services? (Please check one):

- Make information more visible
- Make information more available
- Have a list of resources/referrals available
- Have a social worker on-site
- Place information on Library Website
- Provide culturally sensitive resources
- Other, please describe: _____

The following questions are for demographic purposes only. No one will contact you or track your personal information.

7. Are you currently a student at San Jose State University? (please check one) Yes No

8. What is your age? (Please check one):

- | | | |
|-----------------------------------|--------------------------------|--------------------------------|
| <input type="checkbox"/> Under 13 | <input type="checkbox"/> 13-17 | <input type="checkbox"/> 18-25 |
| <input type="checkbox"/> 26-49 | <input type="checkbox"/> 50-64 | <input type="checkbox"/> 64+ |

9. What is your ethnicity? _____

10. What is your gender? (Please check one):

- Female Male Transgender

11. What is your zip code? _____

12. What is your marital status? (Please check one):

- | | |
|---|--|
| <input type="checkbox"/> Single/never married | <input type="checkbox"/> Separated/Divorced |
| <input type="checkbox"/> Married/In partnership | <input type="checkbox"/> Other, please describe: _____ |
| <input type="checkbox"/> Widow | |

13. How would you describe your socioeconomic status? (Please check one):

- Low income Medium income High income

14. Please provide any additional comments or suggestions

15. Do you have information or resources that you would like to share with the library? If so, what kinds of services/resources are you able to share? (Please list or describe).

Thank you for your participation!



Need Guidance and Information?

Call or stop by to sign up for a **FREE**, 20 minute consultation.*

“Social Worker in the Library”
Every 4th Monday of the month,
6 - 8 p.m.

Accessible by bus & light rail



Obtain basic information on topics such as:

- Education
- Emergency Services — food/clothing/housing and crisis support
- Employment
- Family Matters — parenting, childcare, elder issues and domestic violence
- Health Improvement — mental, physical and health insurance
- Immigration
- Support Groups — men, women and teens

For more
information,
or to request
an appointment,
please call:

(408) 808-2350

* Provided by members of the
National Association of Social Workers - California Chapter



DR. MARTIN LUTHER KING, JR. LIBRARY
A collaboration between the City of San Jose and San Jose State University

TO ARRANGE FOR AN ACCOMMODATION UNDER THE AMERICANS WITH DISABILITIES ACT TO PARTICIPATE IN THIS PROGRAM, PLEASE CALL (408) 808-2355 (VOICE) OR (408) 808-2130 TTY AT LEAST 3 BUSINESS DAYS PRIOR.

Social Workers in the Library

Please note that this FREE visit is not intended to, and does not establish a client/social worker relationship. “Social Workers in the Library” does not represent the City of San Jose, the San Jose Library, San Jose State University, or the National Association of Social Workers. The volunteer social workers and staff provide brief visits for information and referral services only.

Social Workers in the Library – Disclaimer

- The social workers participating in the **Social Workers in the Library** program will attempt to answer your social work questions.
- The social worker will not represent you in your social work matters and are not consenting to become your personal social worker. The social workers participating in the **Social Workers in the Library** program will not provide services beyond a 20 minute consultation.
- **Social Workers in the Library** is a public service presented by the **Northern California Branch of the National Association of Social Workers**, and is not affiliated in any way with the City of San José, including the San José Public Library, the San José Department of Housing, and the San José Department of Human Services.
- The social workers participating in the **Social Workers in the Library** program are not endorsed, nor employed by the San José Public Library, or the City of San José. Likewise, any information or referral provided by the volunteer social worker is solely the opinion of the participating social worker.

Please Print Your Name

Signature

Date

**Social Workers in the Library
Visitors Evaluation Form**

You recently visited our *Social Workers in the Library* program which offers free referral services and information. We are asking you to please complete this short survey about your visit. Your feedback will be used to improve our services. Your participation in this survey is completely voluntary and anonymous. Please do not put your name on this form. You may return this survey using the drop box in the waiting area. Thank you.

- How did you find out about Social Workers in the Library?
 - From a flyer
 - From a librarian or library staff
 - Through the library's web-site
 - From a friend
 - Other (please describe: _____)
- In scheduling your visit, how did you make your appointment?
 - In person
 - By telephone
- The scheduling of my appointment was
 - Very Easy
 - Somewhat Easy
 - Somewhat Difficult
 - Very Difficult
- What kind of services were you seeking information about? Please describe briefly:
- Regarding my actual visit with Social Workers in the Library, I found the services offered:
 - Very Helpful
 - Somewhat Helpful
 - Somewhat Unhelpful
 - Very Unhelpful
- How well do the following words describe the social worker who met with you? Please circle one score per characteristic ranging from 1 (not at all) to 5 (very well).

Characteristic	Not At All			Very Well	
	1	2	3	4	5
Professional	1	2	3	4	5
Knowledgeable	1	2	3	4	5
Patient	1	2	3	4	5
Courteous	1	2	3	4	5
Attentive Listener	1	2	3	4	5
Other Characteristic (please fill-in _____)	1	2	3	4	5

- Please write any other comments or suggestions below. Use the back page if necessary.

Thank you for completing this survey!

**Social Workers in the Library
Social Worker Evaluation Form**

You recently served in our *Social Workers in the Library* program which offers free referral services and information. We are asking you to please complete this short survey about your experience. Your feedback will be used to improve our services. Your participation in this survey is completely voluntary. All information will be kept confidential. Please do not put your name on this form. You may return this survey using the drop box in the waiting area. If you would like to volunteer for a follow-up telephone interview, please return the interview contact form separately from the survey, or contact Peter Allen Lee at 408-924-5850 or peter.a.lee@sjsu.edu. Thank you.

- What would you consider your area of expertise or primary service in social work?

Please Indicate: _____
- How many years have you served as a professional social worker?

Years: _____
- What degrees, credentials, and licenses do you hold?

Please Indicate: _____
- How many times have you served in SWITL?

Times: _____
- How did you find out about volunteering for Social Workers in the Library?
 - From a public flyer
 - Through the library's web-site
 - Through NASW
 - From a librarian or library staff
 - From a friend
 - Other (please describe: _____)
- The scheduling of your time to volunteer for SWITL was...
 - Very Easy
 - Somewhat Easy
 - Somewhat Difficult
 - Very Difficult
- Regarding my actual time volunteered in Social Workers in the Library, I found my experience:
 - Very Worthwhile
 - Somewhat Worthwhile
 - Somewhat Worthless
 - Very Worthless
- Please explain why you rated your experience this way. Please use the back of page if necessary.
- Do you have any suggestions or other comments that would benefit the SWITL program? Please explain.

Thank you for completing this survey!



Homeless Services

English



For Immediate Assistance Call Emergency Bed Hotline at **1.800.7.SHELTER (1.800.7.743.5837)**

(Spanish/English)

HOUSING FOR FAMILIES WITH CHILDREN

Casa de Clara 297.8330

Call for location
Temporary shelter for women and women with children.

InnVision/Commercial Street Inn 271.1630

200 Commercial Street
8:30-4:30 Mon-Sun
Shared housing for women and women with children (boys under 12 years) - 30 days free, 60 day maximum, monthly bus passes.

Family Supportive Housing 926.8885

San José Family Shelter
1590 Las Plumas Avenue
Call at 10 Mon-Fri for room availability
Shelter, comprehensive day services, monthly bus passes. Parents over 18 and boys up to 17 years. Program fee. 90 day limit. Child care, Head Start and on-site tutoring.

St. Joseph Cathedral Office of Social Ministry 283.8119

88 South Market Street
9:30-12 Tues and 1:30-5 Mon-Fri
Free transitional program for clean, sober, single working women with children and men. Must be working steadily during the day. Day bus passes available. Call first.

Catholic Charities 468.0100

Housing Search and Stabilization 325.5277
2825 Zanker Road, Suite 201
8-5 Mon-Fri
Call for application procedures and appointment times
Matching program for single parents with children under 12 years.
Housing search for below market rate apartments and affordable housing.

City Team-Heritage Home 294.1238

Emergency shelter for homeless or abandoned pregnant women 18 and over starting their last trimester of pregnancy. Call intake coordinator.

DOMESTIC VIOLENCE, FAMILY & CHILDREN ISSUES

Asian Americans for Community Involvement (AACI) 975.2730

2400 Moorpark Avenue, Suite 300
8:30-5:30 Mon-Fri
Call for assessment and appointment
Multi-lingual services to clients in Santa Clara County; programs for adults, seniors and children. Additional referrals are available.

Next Door (main) 501.7550

234 East Gish Road, Suite 200 24 hour hotline **279.2962**
9-8 Mon-Thurs and 9-5 Fri
Provide confidential shelter, advocacy, teen and children's programs, counseling for women and children (including boys up to 18). Battered women accepted 24 hours a day.

Next Door Teen Battered Program 501.7550

Domestic Violence Intervention Program
234 East Gish Road, Suite 200
9-4 Mon-Thurs and 9-5 Fri
For teenage youth exposed to domestic violence and/or at risk of developing abusive relationships.

Family Violence Center 277.3700

125 East Gish Road
8-5 Mon-Fri
Staffed by San Jose Police Department; investigation of child and elder abuse cases, stalking, and domestic violence cases.

Community Solutions 842.7138

6180 Chestnut Street, Gilroy
9-5 Mon-Fri
Provides comprehensive spectrum of prevention, intervention, treatment, residential and housing services to the communities of South Santa Clara County, South San Jose and San Benito County.

Community Solutions 779.2113

24-Hour Domestic Violence Rape Crisis Line 1.877.363.7238

Community Crisis/Domestic Violence 683.4118

16384 Chuk Street, Suite 103, Morgan Hill
9-5 Mon-Fri
Provides comprehensive spectrum of prevention, intervention, treatment, residential and housing services to the communities of South Santa Clara County, South San Jose and San Benito County.

DROP-IN DAY TIME SERVICE CENTERS

InnVision Cecil White Center 271.5160

350 North Montgomery Street
8-7 Mon-Sun
Food, showers, mail, case management and computer lab.

One-Stop Homeless Prevention Center 510-7150

Georgia Travis Center
InnVision
297 Commercial Street
8:30-4:30 Mon-Fri
Wrap-around program targeted to homeless and at-risk adults and families. Housing assistance, search and placement, SSI/SSDI benefits advocacy, food stamps application, employment services, medical services, clothing, workshops, computer lab, and referrals.

One-Stop Homeless Prevention Center 510-7528

Boccardo Reception Center EHC LifeBuilders
2011 Little Orchard Street
8:30-4:30 Mon, Tues, Thurs, Fri, and 8:30 - 1 Wed
Wrap-around services program targeted to chronically homeless adults. Housing assistance, SSI/SSDI benefits advocacy, food stamps applications, employment services, veterans services, child care, engagement outreach, workshops, computer lab, and referrals.

HOUSING FOR SINGLE MEN AND WOMEN

City Team Ministries 288.2153

1174 Old Bayshore Highway
24 Hours
Overnight emergency shelter, drug and alcohol programs, showers, food, and bus passes.

EHC LifeBuilders 294.2100

Boccardo Reception Center
2011 Little Orchard Street
8-5 Mon-Fri
Emergency shelter, transitional housing, at shared apartment living, food, medical services, case management and monthly bus passes.

InnVision/Montgomery Street Inn 271.5160

358 North Montgomery Street
5-8 Mon-Sun
Emergency shelter - 30 days free, 60 day maximum and monthly bus passes. Day services are also available at this location.

InnVision/Julian Street Inn 271.0820

546 West Julian Street
9:30-4 Mon-Sun
Shelter and comprehensive day services for mentally ill men and women.

Salvation Army Hospitality House 282.1175

465 North Fourth Street
Line-up begins 1:30. In-take is at 3:30, first come first served
Lunch - 12:15 and dinner - 5:15 Mon-Sat
Emergency shelter, 17 free nights annually, monthly bus passes and working man's program for residents only.

St. Joseph Cathedral Office of Social Ministry 283.8119

9:30-12 and 1:30-5 Mon-Fri
Free transitional program for clean and sober single-working women with children and men. Must be working steadily during the day. Call to be screened. Information and referrals, telephone, mail box, job search program, bus passes, transitional housing and food bags.

RENTAL AND OTHER ASSISTANCE

Alum Rock Counseling Center 294.0500

Mobile Crisis Intervention Hotline 24/7 294.0579
1245 East Santa Clara Street
9-8 Mon-Thurs and 9-5 Fri
24-hour youth and family crisis intervention program, adult and family counseling services, mentoring, school bus/caregiver and after school programming that is geared to teach youth how to make healthy choices.

The Health Trust AIDS Services 961.9850

1701 A South Bascom Avenue, Campbell **800.325.1890**
Provides housing placement, rental subsidies, case management, referral services, emergency financial assistance, transportation, and food for people with HIV/AIDS in Santa Clara County.

Housing Authority of Santa Clara County 275.8770

586 West Julian Street
8-5 Mon-Fri
Provides rental subsidies and develops affordable housing for low-income families, seniors and persons with disabilities living in Santa Clara County.

Mountain View Community Services 650.968.0836

San Jose Furniture Bank 919.345.8516

190 Martho Street
By appointment only
Assists with donated, gently used furniture.

EHC LifeBuilders Housing Services Partnership

One-Stop Homeless Prevention Center 510.7528
2011 Little Orchard Street
8:30-4:30 Mon-Fri
Provides direct and indirect assistance to the chronically homeless and those at risk of homelessness, with rental assistance, securing housing, transportation and referral services.

EHC LifeBuilders Housing Services Partnership

One-Stop Homeless Prevention Center 510.7124
297 Commercial Street
8:30-4:30 Mon-Fri
Provides direct and indirect assistance to homeless families and those at risk of homelessness, with rental assistance, securing housing, transportation and referral services.

MACSA Services 928.1122

130 North Jackson Avenue
8:30-12 and 1:30-5:30 Mon-Fri
Providing senior family housing, education and youth services.

Public Health Department 792.5040

General Information Referral Line 885.3980
976 Leaven Avenue
8-5 Mon-Fri
Case management and other services provided; many program areas available through home visits and community intervention.

Rental, Rights & Referral Program 975.4480

200 East Santa Clara Street - City of San Jose - Housing Department
Provides mediation and arbitration services to tenants and landlords.

San Jose Unified School District

Healthy Start Family Resource Center 535.6464
1140 East Julian Street, Building C or 535.6798
8-4:30 Mon-Fri
Insurance enrollment and renewal assistance for Medi-Cal, Healthy Families, HealthyMe, and Kaiser Child Health Plan, Medical clinic for children 0-18 years, Concepts Medi-Cal, Healthy Families, & HealthyMe insurance - sliding scale, Monthly Read Program, School Activities, nutrition & health education, school enrollment process, nutrition food program, school transportation. Provides children's school supplies, backpacks, elementary school uniforms, subject to availability.

Santa Clara Unified School District 423.3550

1840 Bennett Street, Santa Clara
School enrollment process, free nutrition, District Food Program, school transportation. Provides school supplies, backpacks, elementary school uniforms (if available).

County of Santa Clara 271.5500

Social Service Agency Assistance Application Center
1819 Senter Road
8-5 Mon-Fri
Assistance for homeless families with temporary assistance for needy families (TANF), Medi-Cal and food stamps.

County of Santa Clara 793.8900

General Assistance
1888 Senter Road
7-5 Mon-Fri
Financial assistance for single men and women upon qualification, rent and move-in assistance for Supplemental Security Income (SSI) recipients.

Sacred Heart Community Services 278.2160

1381 South First Street
9-4 Mon-Fri and 9-6 Tuesday
Job development and placement, clothes, dental assistance, homeless bag lunches, food boxes for residents of zip codes 95110, 95117, 95125-6, 95128, 95134. Computer and English classes.

Salvation Army 282.1165

339 North Fourth Street
9-12 and 1-4 Mon-Fri
Information and referrals, clothes, senior meals, rental and move-in assistance, bus passes, food, 1-3 pm Tuesday-Thursday (brown bag). Meals for seniors only 9-11 Mon-Fri. Family services 9:30-12 and 1:30-3 Mon-Thurs. 9:30-12 Friday. FGEE assistance for residents in zip codes 95013, 95035, 95119, 95128, 95121 - 95123, 95126, 95130-31, 129, 141, 192, 193. Food services for residents in zip codes 95013, 035, 058, 95051-95054, 95112, 95119-95123, 126, 130, 131, 132, 95134, 95139, 141, 192, 193. Rental deposit zip codes: 95013, 035, 95119, 95123, 126, 128, 95133-95139, 141, 192, 193.

Silicon Valley Independent Living Center 894.9041

2306 Zanker Road
8-5 Mon-Fri
Provides benefits information & referrals, counseling, hearing referrals and placement, independent living skills, individual and systems advocacy, personal assistant services, specialized services, therapeutic recreation and vocational services for developmentally disabled.

American Red Cross 577.1000

2731 North First Street
8:30-5 Mon-Fri
Information and referral services (no rental assistance).

(Spanish/English)

HOUSING FOR FAMILIES WITH CHILDREN

Casa de Clara 297.8330

Call for location
Temporary shelter for women and women with children.

InnVision/Commercial Street Inn 271.1630

200 Commercial Street
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Family Supportive Housing 926.8885

San José Family Shelter
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St. Joseph Cathedral Office of Social Ministry 283.8119

88 South Market Street
9:30-12 Tues and 1:30-5 Mon-Fri
Free transitional program for clean, sober, single working women with children and men. Must be working steadily during the day. Day bus passes available. Call first.

Catholic Charities 468.0100

families. Housing advocacy, food services, clothing

One-Stop Boccardo EHC LifeBuilders

2011 Little Orchard Street
8:30-4:30 Mon-Sun
Wrap-around housing assistance, employment court, workshops

HOUSING FOR SINGLE MEN AND WOMEN

City Team Ministries

1174 Old Bayshore Highway
24 Hours
Overnight emergency shelter and bus passes

EHC LifeBuilders Boccardo Reception Center

2011 Little Orchard Street
8-5 Mon-Fri
Emergency shelter, transitional housing, food, medical services

Elements of SWITL

- **Need Assessment**
- **Publicity** (flyer, events web link, electronic display board)
- **Dedicated phone line** (initial screening, appointment scheduling, message center)
- **Volunteer Training**
- **Reception Center** (book display, collection of relevant materials i.e., affiliated library program announcements, resource guides, voter registration)
- **Scheduling of Volunteer Social Workers**
- **Resource Collection** (resource guide, information pamphlets, agency contacts, resources binder)
- **Logistics** (meeting room, computer and internet access, refreshments, children's table, liability waiver, AT&T translation line)
- **Evaluations** (both customer and social worker)

Who We See...

- Those needing assistance or information about:
 - Adjustment from grief or loss
 - Employment and education
 - Family problems
 - Family violence
 - Health and mental health problems
 - Housing
 - Hunger
 - Literacy
 - Legal Issues (referrals to Lawyers in the Library)

What We Do...

- To those needing assistance, we provide:
 - A 20-minute face-to-face consultation regarding information and referrals to local social services.
 - Relevant program and contact information
 - An immediate response to the customer's referral and information needs
 - Follow-up via opportunities for future appointments if customer has additional questions

Our Impact So Far...

- Examples of customer appointments and interactions
- Positive and empathic interaction with customers (Valuing the person)
- Immediate addressing of primary concern

Successes

- Library's support with space, personnel, and resources
- Collaborative and interdisciplinary efforts
- Practical support for the community

Challenges

- Literacy level of customers
- Language
- Cultural sensitivity
- Mental or health status of customers
- Time constraints of programming
- Limited resources for expansion (funding, volunteer support)

2010 Research Incentive Grant

- Awarded 2010 Research Incentive Grant sponsored by the College of Applied Sciences and Arts, SJSU: Peter Allen Lee (School of Social Work) and Lili Luo (School of Library and Information Science)
- Specific Aims:
 - (1) To examine the effectiveness of the SWITL program model
 - (2) To investigate opportunities to expand the program model to serve more individuals and become more sustainable
 - (3) To explore other interdisciplinary program models that can increase community access to information regarding social service programs and resources



Where We Go from Here...

- Increase publicity
- Involve additional members of the NASW
- Network and collaborate with other libraries, agencies, organizations, professionals, and academics interested in SWITL
- Increase sustainability (funding, resources and personnel)
- Continue research and evaluation

Contact Information

- Cyndy Thomas
 - cyndythomas@loveandencourage.com
- Deborah Estreicher
 - deborah.estreicher@sjpl.org
- Glenn Thomas
 - glennthomas@loveandencourage.com
- Peter Allen Lee
 - peter.a.lee@sjsu.edu



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