



# **Public Libraries: All are welcome?**

Wednesday, February 1, 2017

# Panelists



**Darla Fraser**  
Chief Librarian

Orangeville  
Public Library



**Pam Harris**  
CEO/Chief Librarian

Mississippi Mills  
Public Library



**Jennifer Leveridge**  
Head of Adult Services

Newmarket  
Public Library



**Pilar Martinez**  
Chief Executive Officer

Edmonton  
Public Library



**Rebecca Raven**  
Chief Executive Officer

Brampton  
Public Library



**Shannon Sword**  
CEO

St. Mary's  
Public Library

# What does **welcoming to all** really mean?

While public libraries strive to provide **equitable access** for all citizens, we cannot be everything to everyone despite our desire to do just that. We are increasingly faced with the challenge of serving vulnerable residents – those with mental health issues, substance abuse issues, homelessness – who demonstrate unpleasant or even threatening behaviours.

This session highlights the challenges from small rural libraries to large libraries with a view to developing a deeper understanding of how these social issues impact our library service and with an eye to developing some **creative and compassionate resolutions**.





What is your library's **philosophy/vision of customer service**?  
Of a welcoming space for everyone in the community?

What have been your  
**biggest challenges** in being  
an open, welcoming space?




What **solutions** have you  
developed to address  
those challenges?



In general, how do you  
**address challenging behaviors?**





How do you **work with other partners/community agencies** to support those with significant challenges (socially vulnerable, mentally ill, homeless individuals)?

# Questions