00:14:31 Joanne Marples: Hi just wanted to say hi Sarah - I used to work for EssexCC Libs - Joanne Smeeth back then Joanne Marples

00:20:34 Sarah Mears Libraries Connected: Please do put questions for speakers in the chat

00:21:04 Terri Lewis: Will be sent copies of the slides please. Would be beneficial to share with some colleagues? Thank you.

00:22:05 Robert Davies: We are recording and will send out a link for you to share.

00:22:22 Sue Evans: Q. will we be sent the link for this recorded webinar? I am unfortunately going to have to leave at 12:45 for another meeting but would like to continue listening later.

00:22:52 Robert Davies: Yes we will send out a link to the recording to everyone

00:23:34 Craig: Reacted to "Yes we will send o..." with 👍

00:30:05 Hannah Richens: Q. I am completely on board with libraries being a haven and absolutely support this. However, there can be some really challenging dynamics to manage especially given the connections with mental health and substance use/ misuse. The support for library staff to manage these challenging issues in a positive way isnt always readily available at a local level as services are under increasing pressure. Does the toolkit also cover this aspect?

00:34:08 Debbie Hicks: Hi Sue it contains case studies and sources of support but we can definitely look at adding a section on this although this support may best achieved through training

00:35:32 Robert Davies: Please do put questions in the chat.

00:37:08 Chris Neath - Community Libraries Network: Q. Will Community Managed Libraries be able to access this training?

00:39:56 Darren Deeks - Hillingdon Libraries, Museums and Theatres: As we've implemented actions and initiatives that help people experiencing homelessness, I've been surprised that some senior managers (without library background/experience) haven't realised we've always 'allowed' homeless people to use our facilities and that it's a positive, not a negative. Are there advocacy tools available to help managers explain to stakeholders the value of the work we do to support homeless people in the community?

00:40:37 Robert Davies: Apologies for the technical glitch.

00:45:34 Library Information: Hello. Do you think the slides should be changing?

00:45:44 Sarah Mitchell: does the slide need to be moved on?

00:45:57 Sue Evans: I haven't seen them changing either

00:46:09 Sarah Moth: can we move the slides on please?

00:46:56 Craig: If you LOVE technology and you know it, clap your hands!

00:47:07 Library Information: Reacted to "If you LOVE technolo..." with 👏

00:47:12 fieldg: Apologies I will need to leave at 12 for a another mtg but so far this is very interesting and I will look forward to receiving the link and also seeing the toolkit which for us in Bradford Libraries will I'm sure be invaluable

00:47:27 Louise Aldridge - Cambs Libraries: Yes please to slides.

00:49:17 Debbie Hicks: Hi Darren There is a powerpoint in the toolkit that is editable to include local data

00:50:53 BIPC South Yorkshire - Suzy: is the training just providing solutions and signposting for London Libraries or is it generic?

00:51:24 Stuart Waterman: Q: Do you think there are potential crossovers/conflicts with something like the Libraries of Sanctuary initiative?

01:00:36 Allison Kirby : How do authorities overcome the need to see name/address details for people of no fixed abode. Seeing name and address details is related to potential misuse of the public computers and creates an audit trail

01:02:35 Andrew Holden: One challenge which emerged from the London pilot was who the training is rolled out to - Caroline and colleagues felt strongly that ALL staff should attend the training rather than smaller cohorts or 'champions', given the importance particularly of the trauma informed communication. This is now what London Libraries is aiming for. A challenge for funding obviously.

01:02:41 birchalld: I'd like to raise a point, please

01:02:56 BRITJS7: we have other library users trigger rather than staff and I wonder what experience Laura has from working in homeless services as they situations often escalate very quickly and become an emergency response

01:03:18 Caroline Rae: Replying to "One challenge whic..."

Absolutely - i did mean to mention that!

01:03:38 NHitchcock1: Worcestershire have a full membership and an instant membership. Instant membership is for those with no ID and allows computer access and limited borrowing. They can upgrade to full membership once they have an address. Asking for proof of address doesn't guarantee they are who they say they are or stop them defaulting :-)

01:04:24 Liz Gardner: Replying to "Worcestershire hav..."

Same for us in Staffordshire

01:04:30 Liz Gardner: Reacted to "Worcestershire hav..." with 👍

01:05:24 NHitchcock1: we have behaviour guidelines and try to intervene before situations get out of hand. We do not necessarily exlude but would keep an incident log

01:06:07 Shauni Waller: Is this training available for libraries outside of London?

01:07:16 Hannah Richens: I think the other issue with the challenge just raised is also that of self-service libraries - how to set up spaces and services where you dont have staff to intervene / support etc

01:08:08 Debbie Hicks: Re membership- the research shows that some authorities waived fixed address or used the address of the library or shelter

01:08:16 Darren Deeks - Hillingdon Libraries, Museums and Theatres: We have a profile for homeless people to join, limited borrowing and PC/online resources use. I like the idea of 'instant' and 'full' as it could remove stigma.

01:08:31 Liz Gardner: My experience is that long-term homeless people know each other and there can be external issues between them which they bring into the library and that can lead to things kicking off. That's where local knowledge comes in so that we understand what might happen when particular individuals come together and to have strategies to deal with that without excluding etc

01:09:05 NHitchcock1: We have Libraries Unlocked - self service. Every customer has to have an induction before they can be upgraded. One of the criteria is full library membership which requires proof of ID. We provide an emergency phone and guidance to users about how to respond to any behaviour issues

01:09:20 lynne Holroyd: We don't ask for ID for customers at Wakefield

01:09:55 Tracy Archbold: We dont ask for ID in Northumberland

01:09:56 Laurene Noel - Sunderland Libraries: I remember hearing (can't remember which speaker mentioned it, sorry!) that books could be kept in the library for homeless customers to carry on reading the next time they are in? Is this a practice anyone use? How does it work?

01:10:05 NHitchcock1: our instant membership is for everyone

01:10:36 NHitchcock1: Replying to "I remember hearing (..."

we would keep books on our reservation shelf under the persons name

01:11:36 Darren Deeks - Hillingdon Libraries, Museums and Theatres: Yes, that's what I think makes it better than what we're doing.

01:11:46 Laurene Noel - Sunderland Libraries: Simple and effective solution, great idea. Thank you NHitchcock1 :)

01:11:53 Caroline Rae: I think its separating the behaviour from the individuals. We often have library users who have conflict between them regardless of their housing situation

01:12:00 Jessica: On a practical level where do you allow people to store bags, etc from a security/ safety aspect?

01:12:09 Craig: Reacted to "I think its separa..." with 👍

01:12:18 Liz Gardner: Reacted to "I think its separa..." with 👍

01:13:04 lynne Holroyd: Sorry i am going to have to leave now, i have another meeting. Look forward to the slides

01:13:12 Craig: Really informative session, folks. Thanks so much. Looking forward to receiving the toolkit and info and integrating it into our area.

01:13:55 norah Carr Brighton & Hove libraries: Thank you. I look forward to the recording to share with colleagues and the slides

01:14:11 NHitchcock1: Replying to "On a practical level..."

we are reluctant to look after bags for anyone due to risk of damage/loss etc

01:14:39 Sarah Moth: thank you for this session, will have a look at the toolkit, need to leave now for a meeting

01:14:52 Clare Boughton: Thank you, have to go now.

01:15:20 Liz Gardner: Because we are Community Help Points we do sometimes get e.g. social services etc forwarding people to us who they really should be seeing themselves. In those situations, we do push it back and say that we're not caseworkers and cannot provide that level of support. It's important to have a senior contact in those departments to liaise with on that to make sure it doesn't happen.

01:15:46 Hannah Richens: sorry have to shoot off now - thanks

01:15:50 NHitchcock1: Very important to make local partnerships to know where to signpost and refer local people to. The support is still there but just not as accessible. If we are clear on our role we can push back

01:15:52 Laurene Noel - Sunderland Libraries: Could someone have "instant membership" concept clarified please? On email would be fine, as there are so many questions :)

01:15:56 Laurene Noel - Sunderland Libraries: Great session!

01:16:33 Terri Lewis: Thank you. I look forward to receiving slides and reviewing the tool kit. Really useful session.

01:16:36 NHitchcock1: Replying to "Could someone have "..."

what would you like to know? You can email me if you like nhitchcock1@worcestershire.gov.uk

01:16:55 Library Information: Thanks everyone. Interesting session

01:16:55 BRITJS7: Thank you for a very interesting and informative session

01:16:57 K Driskill (she/her): Thanks so much everyone, really interesting.

01:17:01 Laurene Noel - Sunderland Libraries: Yes please, I will email you :)

01:17:03 Liz Gardner: Thanks all

01:17:04 Steve Palmer: Thank you, very interesting

01:17:04 BIPC South Yorkshire - Suzy: thank you

01:17:09 Sarah Mitchell: thank you

01:17:10 Garry Mitchell: Thank you all

01:17:15 Terranum Abbas: Thank you

01:17:15 devis: Apologies, I have another meeting to attend. I found the session very interesting and useful. I look forward to the link. Many thanks to everyone!

01:17:16 Jeanette Castle: Thank you

01:17:16 Tracy Archbold: Thank you very interesting session

01:17:22 Darren Deeks - Hillingdon Libraries, Museums and Theatres: Thanks

01:17:22 katie Goddard: Thank you

01:17:23 Grace Carter: Thank you!

01:17:26 Allison: Thanks everyone. This has been very informative from Wakefield library

01:17:26 Gio C: Thank you, great session. Useful advice and suggestions.

01:17:27 Shauni Waller: Thank you :)

01:17:27 claire.gorton: thank you!

01:17:28 Colin Bray (he/him): Thank you all.