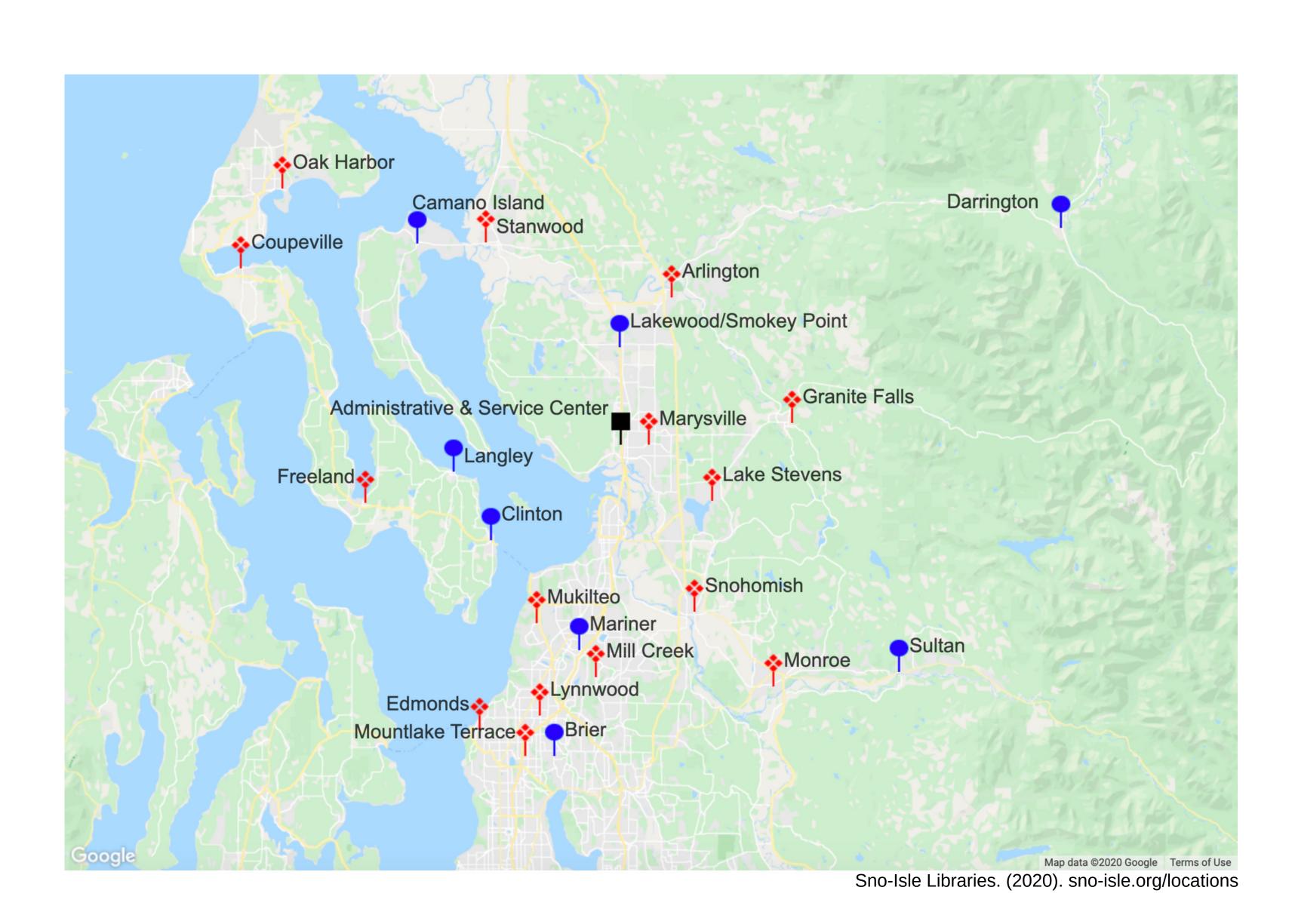
Sno-Isle Libraries Community Resource Guides

Improving Service to Patrons Experiencing Social Services Needs

The Challenge

Sno-Isle Libraries consists of 23 community branches in Snohomish and Island counties. Each of these communities offers varying degrees of social services.
How can staff better connect people experiencing social services needs to nearby resources and organizations?



Deliverables



Research Findings
Shared what other
libraries are doing.





Events Calendar
Learned about area
events and formatted
calendar for leadership.



Language for Signage
Drafted content for
posters and/or flyers.





Resource Guides
Researched area resources
and created an editable
guide for each branch.



Best Practices
Wrote instructions and
recommendations for
guides and calendar.

Impacts

- •Created resource guides for branch libraries, better preparing staff to serve customers in need.
- •Resource guides were referenced during the creation of an online information page and posters for library doors during COVID-19.
- •Centralized information about social services events and opportunities for library leadership.

Possible Next Steps

- •Based on research provided, identify opportunities to bring new social services programs, services, and resources to Sno-Isle Libraries.
- •Survey staff about usefulness and potential improvements to resource guides and calendar.
- •Expand the information about community resources available on Sno-Isle's website.



