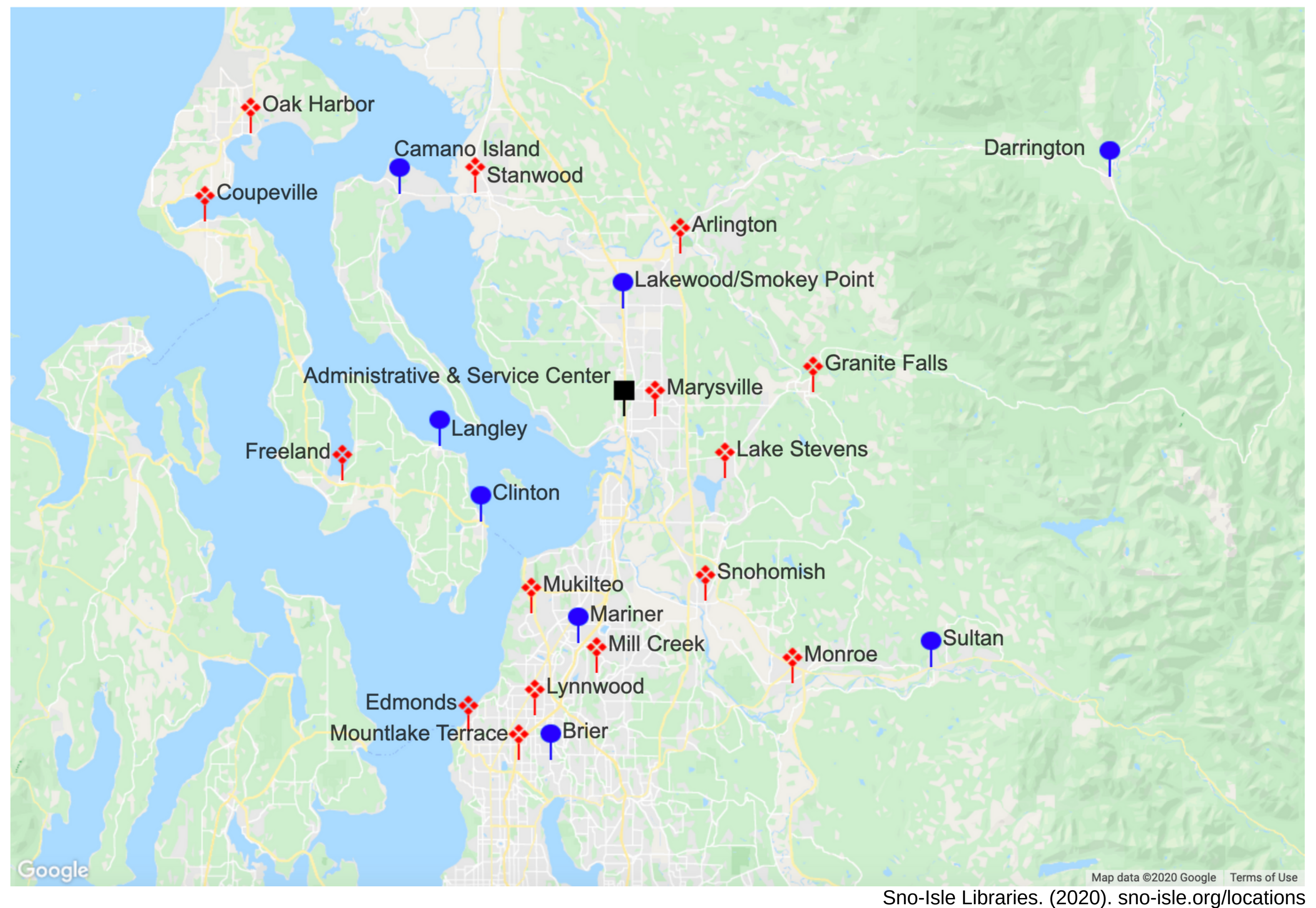


# Sno-Isle Libraries Community Resource Guides

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



## 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.