



Building Bridges: Social Work Practicum and Interprofessional Service through Digital Platforms





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Healthy Libraries Lab



By the end of this session participants will be able to :

- Describe how libraries are critical spaces for service delivery and community needs;
- Describe how communication between students, faculty, and library patrons/clients can occur in multiple digital and in-person platforms;
- Identify different digital platforms and tools that can be used for interprofessional development and improve client outcomes.



Libraries are unique spaces to promote overall wellbeing in our communities.



Why Public Libraries for Social Work Practice?

- There are ~17,000 public libraries nationwide;
 - 1.2 billion in-person visits in 2019 (IMLS, 2019).
- Libraries are a trusted place in communities (Horrigan, 2016).
- The public library is visited most by low-income adults (Gallop, 2020; Becker et al., 2010).
- Public libraries address the social determinants of health (Morgan et al., 2016; Philbin et al., 2019; Wahler et al., 2020; Whiteman et al., 2018; Flaherty & Miller, 2016).
 - Assist with unemployment, housing, resume preparation, access to complete forms for insurance and supplemental food nutrition programs, feeding programs for children, referrals to mental health providers
- Full or part-time social workers in libraries are a growing trend



Libraries, Social Work & Human Rights

WE PROVIDE THE HIGHEST LEVEL OF SERVICE TO ALL LIBRARY USERS THROUGH APPROPRIATE AND USEFULLY ORGANIZED RESOURCES; EQUITABLE SERVICE POLICIES; EQUITABLE ACCESS; AND ACCURATE, UNBIASED, AND COURTEOUS RESPONSES TO ALL REQUESTS.

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American Library Association Code of Ethics



Social Work Competency:

**Advance Human Rights
and
Social, Racial, Economic,
and
Environmental Justice**

Map of Long Island with Library Locations





Library Social Work Program: The Micro Work

Program began in 2016 with one intern and now has **20** students in **30** libraries

Library Social Work students work on micro, mezzo, and macro levels

Tasks include:

- Meeting with individual clients,
- Conducting assessments;
- Referrals for any needed service, links to agencies, assistance with applications for food, housing, benefits, etc
- Digital equity- assist people who cannot access online resources or utilize technology



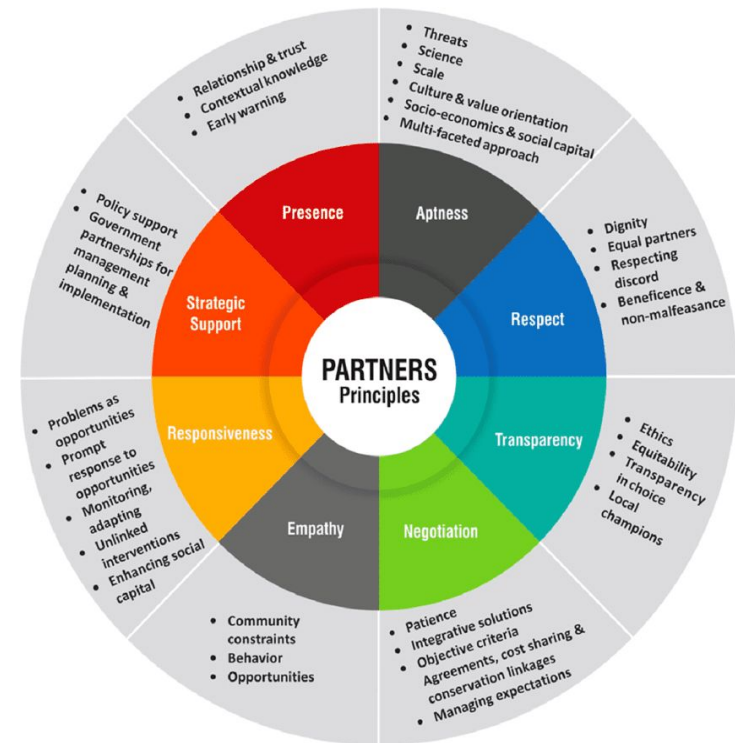
Student-Led Support Groups and Workshops

- Recovery groups
- Family and friends support
- Anxiety management
- Caregiver support
- Dementia and Alzheimer's
- Housing services
- Immigration services
- Seasonal affective disorder
- Trauma-informed library services and de-escalation techniques



Community Partnerships

- DSS
- Veterans Administration Suicide Prevention Coalition
- Long Island Coalition for the Homeless
- PSEG
- Local legal organizations





Student Trainings

- students are trained in-person before the start of placement
- ongoing “lunch and learn” trainings throughout the semesters on various topics (food insecurity, housing, intimate partner violence, suicide prevention, HEAP, etc)
- lunch and learn trainings are on zoom, and are recorded and shared with students who cannot attend

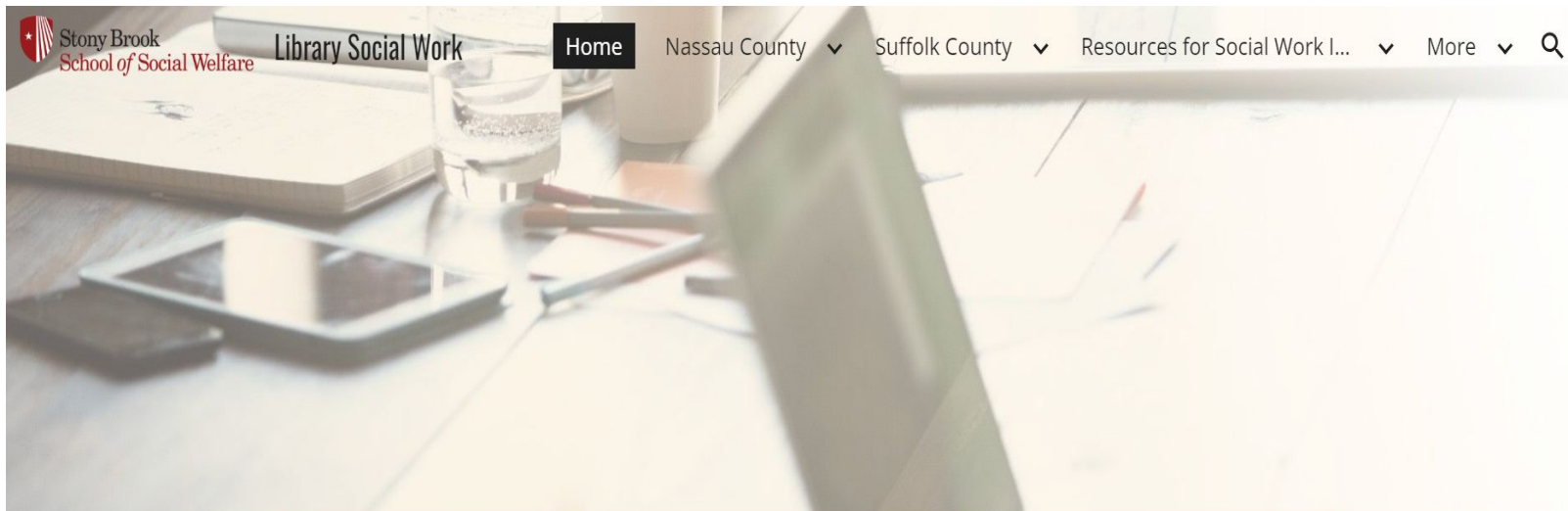


What Digital Tools Do Library Social Work Students Use?



Social Work Students' Digital Database

[Library Social Work](#)



[LIBRARY SOCIAL WORK](#)



More Digital Tools:

- Google Voice
 - social work students call library patrons
- WhatsApp
 - social work student group chat for:
 - ongoing team building
 - resource sharing
 - problem solving and communication
- Zoom
 - for supervision and trainings



An Interprofessional Placement for Practicum Education: The Stony Brook Medicine Healthy Libraries Program



The Healthy Libraries Program (HeLP) is a novel interdisciplinary team composed of students training in...

- Bachelor and Master of Social Welfare
- Bachelor of Science in Nursing
- Master of Public Health
- Master of Library & Information Science
- Physician Assistant
- Medicine



Goals of HeLP:

- Provide evidence-based programs that address the social-behavioral determinants of health in partnership with ~8-15 Public Libraries on Long Island, New York;
- Refer patrons as appropriate to other HeLP team disciplines, to library or outside organizations;
- Provide an interprofessional (IP) learning experience for students training in health-related professions; and,
- Address inequities, promote a culture of health.



How does each discipline work together?

The team-based approach fosters IP learning, as students work together to assist library patrons on health and social needs

- Social work - refers to social service agencies and medical providers
- Nursing - blood pressure screenings and health education
- Public health - reliable health searches and program implementation/evaluation/improvement
- Library science - reliable health searches and compiles health information

The students receive extensive training.



What Digital Tools are Used for
HeLP trainings and service
delivery?



Zoom meetings are used for:

- Training with social work and public health students
- Pre-library zoom meetings
- delivery of a variety of programs including:
 - Healthy Hours - open forums on zoom, patrons invited to ask health-related questions
 - Webinars - evidence-based presentations on health-related topics (recorded and available online)
 - One on one appointments with patrons
 - Email and telephone number for patrons to contact
 - **Programs recorded and made available to patrons**



Pre-Library Meetings on Zoom

- Lead by public health and social work students to:
 - Review the HeLP team model
 - Review documentation in **Qualtrics**
 - Lead conversation in understanding how the social determinants of health operate in the patrons' lives
 - Help nursing students understand social service systems they are working with
 - Lead reflective conversations during the morning meetings on better understanding cultural and social issues in patron cases as well as reflecting on collaborative work



Digital Tools for Social Work Team Interactions:

- Team members primarily interact in-person while on-site at the library
- students also communicate via a **whatsapp group chat** to make referrals to social work students
- some social work students have **library specific emails** that are used for referrals.



Digital Tools to Facilitate Social Work and Patron Interactions:

- **Telephone** number located in the Program in Public Health Office
 - Program Coordinator checks phone and will refer patron to appropriate discipline via **whatsapp** or email.
- **HeLP email**
 - patrons can email the HeLP email directly and then will be referred to appropriate discipline.



Assessing Student Learning Outcomes and Community Impact Using Digital Tools



Qualtrics is a password protected data management tool mainly used for creating surveys.

We use qualtrics to:

- administer pre- and post surveys to all HeLP students:
 - the IPEC Competency Self-Assessment Tool (V.3)
(Lockeman et al., 2016)
 - Open-ended reflection questions



How do we document patron encounters?

- Using a survey, we created in Qualtrics.
- Students fill out a survey for every patron they meet with.
 - Information on the health and social needs that the patrons present with.
 - Resources or services provided to patron
 - Attendance at programs.
 - Blood pressure (mmHg)
 - Hypertension related questions
 - Sociodemographic information like age, gender, zip code
 - Referral plan / follow-up
- Only faculty leaders and the program coordinator have access to the data stored in qualtrics.

No information about HeLP participants is shared with the libraries.



Distance Education Modalities Moving Forward



Lessons Learned:

- Virtual zoom meetings provide an opportunity to:
 - remind students of training
 - think and reflect on their learning experience
- Whatsapp facilitates referrals more directly and easily however, sometimes students forget to respond
- Qualtrics has been a reliable tool to use for assessment of learning outcomes and community impact.
- Expand reach of the program to libraries across island
- Expand opportunities for students across a large geographic region
- Supervision is accessible
- Professional Network Development



Quotes from students:

Working with other disciplines opened my eyes to the different perspectives and approaches to patient care. It helped me connect concepts I learned being in the social work program to emphasize the importance of holistic healthcare. I also learned to find accurate information from reputable sources and confidently present audio and visual content in virtual and in-person settings. – Social Welfare

“I've come to learn that many medical problems have a social component and vice versa. It is important to assess the 'whole person' not just the discipline one is affiliated with, but to watch out for other components that may be standing in the patrons way to information that would address all of their needs.” - Social Welfare



Here is our information:

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