



# Community Connections



The Community Engagement and Resources Program Newsletter

November 2021

## Stars in the Sunshine State Focus Group



**STARS IN THE  
SUNSHINE  
STATE**

Articles published on the Stars in the Sunshine State webpage highlight some of Florida libraries' special projects, achievements and awards.

I invite you to become a part of the Stars in the Sunshine State focus group! The purpose of the group is to measure the impact of this initiative, identify ways to improve Stars'

visibility and expand its reach, and determine how we may use Stars to publicize the various innovative services libraries provide their communities.

A marketing campaign is in the works, and I would like to have one focus group meeting before the launch of the campaign and one at the campaign's conclusion.

If you would like to be a part of this focus group, please email or call me by **December 7 2021**, at [brittany.wright@dos.myflorida.com](mailto:brittany.wright@dos.myflorida.com) or 850.245.6636.

## Customer Service Training

Interested in increasing your customer service skills?

Explore these resources!

[Get to Yes: Branding Public Library Customer Service](#), which features the Jacksonville Public Library!  
[Customer Experience for Public Libraries](#) by the Columbus Metropolitan Library  
[GREAT: Customer Service Guidelines](#) from the Illinois Library





Image by olueletu on Nappy.co

## Infopeople: Self-Care for Library Workers

Infopeople has released a collection of freely available resources and archived webinars to support self-care for library workers.

The courses cover topics such as Vocational Awe and Librarianship, Combating Compassion Fatigue, Mindfulness for Library Workers and Putting the Me in Mental Health.

[Self-Care for Library Workers](#)

## Skills for Community-Centered Libraries

The Free Library of Philadelphia recently released their four-part curriculum, [Skills for Community-Centered Libraries](#).

The curriculum is designed to provide participants the opportunity to reflect on the work they do and create small shifts in their professional practices and mindset toward a common goal of engagement with the community as defined by the community.

Staff develop skills in identifying neighborhood assets, facilitating community meetings, understanding emerging neighborhood trends and enhancing the library's community engagement initiatives.



Image by Mohamed Hassan on Pixabay

## Call for Participation

### The Social Work Approach in Public Libraries: Exploring Current Practice to Inform LIS and Social Work Education

**Are you a social worker working in a library? Or are you a librarian or a manager who has a social worker in your library? If so, we'd like to hear from you.** Researchers from FSU want to interview librarians, managers (main or branch libraries) and library social workers about the emerging practice of utilizing social workers in public libraries to assist library users.

If selected, you will be asked to participate in an interview on Zoom that will last approximately one hour. Interview **participants will receive a \$50 e-gift certificate** to compensate for their time. *We would like to hear from you, if you are a manager or librarian and have experience working with a social worker, or you are a social worker in a public library, whether or not this experience is current.*

Please note: you must be 18 years old to participate, and you must work in a public library in Florida.

If you are interested in taking part in this study, please [complete this short survey](#) (should take less than five minutes). If you are chosen to participate, you will be contacted by a member of the research team. Thank you!

## E-Government & Job Resources



Statewide portal for county and local resources, organized by county.



Career and job resources from the Florida Electronic Library.



Florida Library Jobs is a listing of job openings for library and information science-related positions in Florida.



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