



# **Libraries and the homeless: experiences, challenges and opportunities**

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**C R O A T I A**

**IFLA satellite meeting in Tallinn**

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## **3 models of interaction between the library and the homeless**

- 1) The library as a living room– the homeless rarely come by**
- 2) The library comes to the shelter– a step into the unknown for the library and the homeless**
- 3) The library as a safe place– the homeless know that they are accepted and can ask for help**

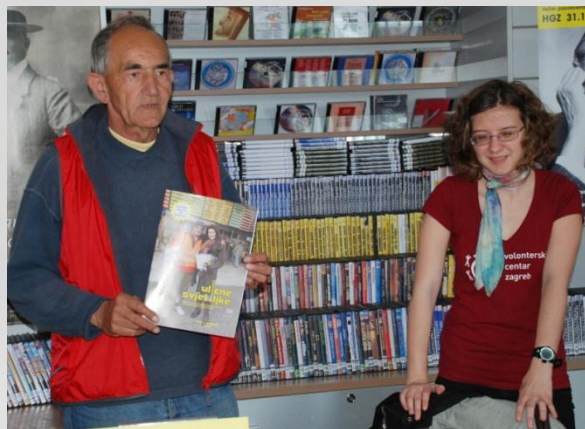




## Library services within the 1st model

- 1) Information literacy workshops for the homeless
- 2) The homeless as volunteers in the library
- 3) Creative workshops with the homeless
- 4) Occasional sales of items made by the homeless and the sale of the *Street Lamps* magazine
- 5) Assisted article writing for the *Street Lamps* magazine
- 6) Promoting programs that include the homeless
- 7) Gatherings *Bring Along A Friend*





**Workshops, sales, promoting...**



# eifl

knowledge without boundaries

**The donor that offers financial and expert support as well as promotes the library's active role in changes in society**





## *knjigom do krova*

MREŽA KNJIŽNICA ZA  
OSNAŽIVANJE BESKUĆNIKA

# **A Book for a Roof: the Network of Libraries for Empowering the Homeless**

- **donating 4 computers and printers to the Shelter for the homeless Kosnica**
- **IT and information literacy workshops in Kosnica and at the central City Library**
- **workshops for support in finding jobs**
- **breaking down prejudice about the library and the homeless**

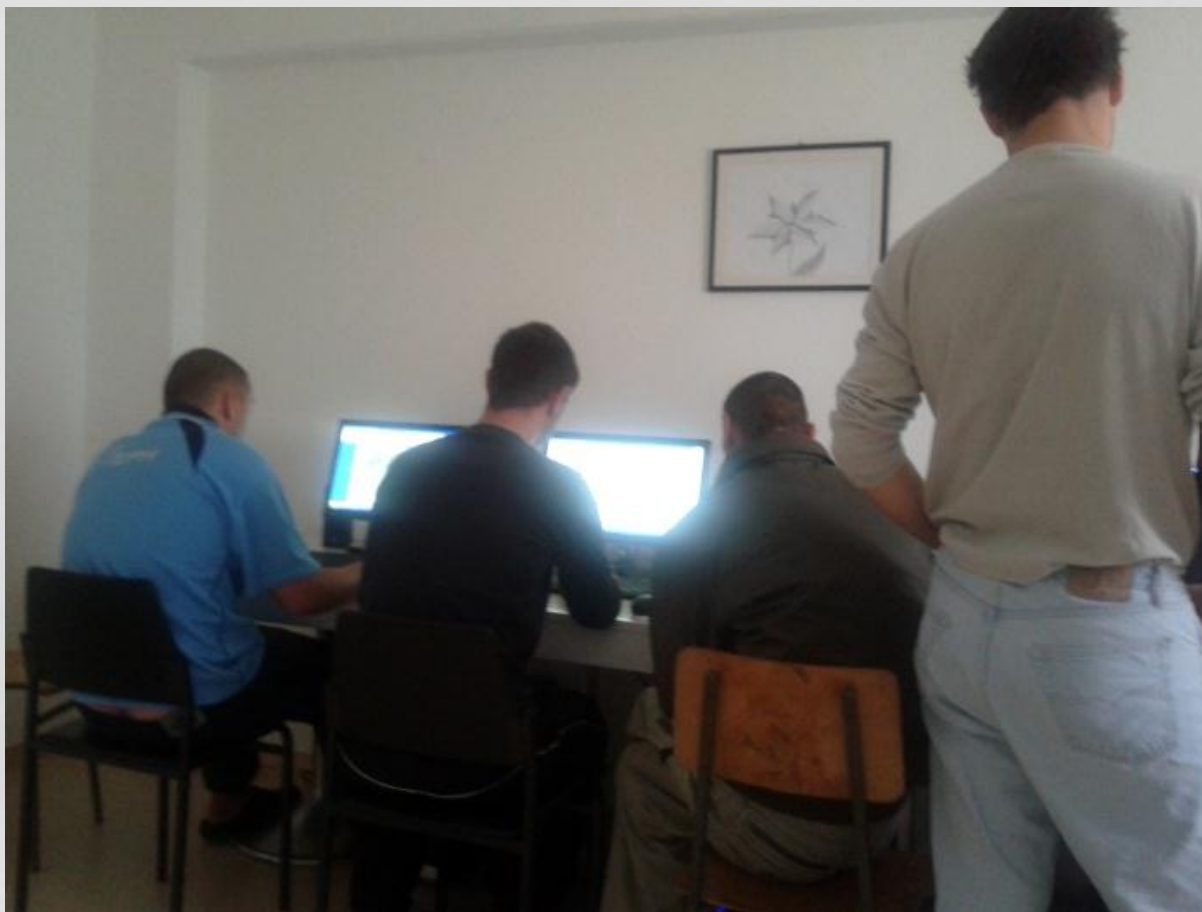






**A step into the unknown**





**Building trust**







**Being accepted**





...expanding the social network...





# Challenges:

- **users' unpredictable behaviour**
- **individual approach**
- **hard not to involve oneself in difficult life stories**
- **need for additional knowledge in the fields of psychiatry, social work, law...**
- **partners cannot always be available when help is needed**
- **success is rare, progress is slow**
- **risk of developing the "burnout" syndrome**
- **are you ready for activism? (Chip Ward)**





**Do you want to hear some life stories?**



## Opportunities:

- **libraries – desirable partners**
- **create a network of different NGOs and institutions**
- **contribute to solving specific existential problems**
- **become aware of their potential and their own resources (human, space, contacts...)**
- **more visible in society**
- **attract the media**





Solving legal problems







**Designing websites, establishing business contacts.....**



Conference Notes

**THE SECOND CHANCE:**  
challenges and perspectives in working  
with the homeless

City Library of Zagreb  
Starčevićev trg 4

31. May 2012.



**Assembling experts from different  
areas of life**



## The attention of the media





**Cross the bridge to reach the homeless**





# **Thank you for your attention!**

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