Services to Those Who Serve: Library Programs for Veterans and Active Duty Military Families

Public Library Association Conference
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Presenters:

Loriene Roy and Frances Rickard

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Jennifer Taft and Cynthia Olney
How are libraries serving veterans?
Loriene Roy and Frances Rickard

Snapshot of Veterans

19.3 million
Gender: 93% male
1 out of 5: person of color
Median age: 54
Increasing in numbers
Veterans’ Needs

• Employment
• Benefits
• Legal advice
• Homes
• Meeting each other
• Helping each other
Advice for Libraries

1. Inform
2. Highlight items of interest
3. Identify existing services
4. Provide space
5. Support storytelling
6. Include services for job seekers
7. Assist with paperwork
8. Appoint a liaison
9. Coordinate efforts
More advice!

10. Contact colleges
11. Make the most of outside support
12. Market
13. Be aware of lifespan needs
14. Set up nonprofits
15. Evaluate impact of stories
16. Train staff
17. Know your services
18. Make space for veteran community
19. Recruit!
10 things every librarian should know about serving veterans

Kristen Mulvihill
Fort Bragg, North Carolina
Motivation for pursuing this community assessment
Community assessment methods

Community Partner Focus Groups
Challenges with data collection

Interviews with Army spouses
Key Lesson: All military families cope with the deployment cycle
Key Lesson: Army families show independence and resilience for themselves but will seek assistance for their children.
Other lessons learned

• Partner with military-serving organizations
• Promote “Neutral” meeting space
• Emphasize privacy
• Learn to “speak Army”
CCPL&IC military community activities

Pictures from the Army Birthday Party
Benefits of the community assessment process
Questions?

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Photo Information
Fort Bragg, North Carolina, USA.
Enlisted personnel barracks for the 1st Brigade

Photo credit: Jonas N. Jordan, U.S. Army Corps of Engineers
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https://en.wikipedia.org/wiki/Fort_Bragg#/media/File:Fort_Bragg_1st_Brigade_barracks.jpg
A sign at one of the entrances to Fort Bragg.

Photo credit: Fish Cop
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US Army paratroopers, Fort Bragg

Photo Credit: Jonas N. Jordan, U.S. Army Corps of Engineers
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The U.S. Army - Operation Homelink

Photo credit: Spc. Michael J. MacLeod
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https://commons.wikimedia.org/wiki/File:Flickr_-_The_U.S._Army_-_Operation_Homelink.jpg
First Lady Michelle Obama reads "The Cat in the Hat" to children in Ms. Mattie's class at Prager Child Development Center, Fort Bragg

U.S. Army Garrison – Miami
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Family members await the arrival of U.S. Soldiers assigned the 2nd Battalion, 508th Parachute Infantry Regiment, 2nd Brigade Combat Team, 82nd Airborne Division during a welcome home ceremony at Pope Army Airfield, N.C., Aug. 25, 2014.

Photo credit: Sgt. Eliverto Larios
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https://commons.wikimedia.org/wiki/File:Family_members-await-the_arrival_of_U.S._Soldiers_assigned_the_2nd_Battalion,_508th_Parachute_Infantry_Regiment,_2nd_Brigade_Combat_Team,_82nd_Airborne_Division_during_a_welcome_home_ceremony_at_Pope_Army_140825-A-ZK259-221.jpg
A U.S. Army paratrooper with the 2nd Battalion, 508th Parachute Infantry Regiment, 2nd Brigade Combat Team, 82nd Airborne Division kisses a family member during a welcome home ceremony at Pope Army Airfield, N.C

Photo credit:Sgt. Eliverto Larios
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Questions?