

Access Services Interest Group 2019 Fall Virtual Forum



THEME: Mental health & safety at your workplace

This webinar will examine using trauma-informed approaches when working with patrons who experience homelessness and traumatic events. We will examine the linkage between homelessness and trauma, an overview of the impact of trauma and explore how trauma-informed approaches can be implemented in a library setting.

How to better serve our patrons experiencing homelessness and trauma

Date Time: Dec 11, 2019 01:00 PM Central Time (US and Canada)



Dayra Gonzalez is a Senior Library Service Specialist at the Houston Public Library in downtown Houston. After graduating from the University of Houston in 2015, she worked as a Program Specialist at BakerRipley, a non-profit that provides immigration legal assistance, community development, and more. Since joining the Houston Public Library system in 2017, Dayra has started programs aimed at helping library customers that are experiencing homelessness by providing one-on-one assistance with resource and referral information, as well as opportunities for personal enrichment and wellbeing.

Agnes Ho is a Licensed Master level Social Worker in Texas. She holds a master's degree in Social Work from the University of Houston and a bachelor's degree in Social Work from the City University of Hong Kong. Agnes currently serves as a Director of Student Wellbeing Office at Rice University, where she leads a team of non-clinical case managers to provide Wellbeing Advising and Outreach services.

