



Safety & Wellbeing: a multi-lane approach

Jesse Walker-Lanz, Assistant Director – Public Services
Gregory McQueen, Assistant Director – Capital Projects &
Facilities Services

The background image shows the exterior of the George Nye Jr. Library. It features a brick walkway leading to a set of double wooden doors. To the right of the doors is a black trash can. Further right is a wooden bench with ornate metal armrests. The building is constructed of red brick, and the name "GEORGE NYE JR LIBRARY" is visible on the wall to the right. The sky is overcast.

Safety at LA County Library

- Security Technology Installations (presented on March 6, 2025)
- Security Guard Services
- Safety & Security Specialist

Security Guard Services

- Board approved Library contract for private security guard services on March 18, 2025
- This replaced library's former contract with LA County Sheriff Department for private security guard services
- New guards implemented on May 19, 2025
- Implementation of this contract coincided with LASD County Services Bureau ceasing to provide services to Library
- Schedule of guards – locations are monitored and guard posts are modified on an as-needed basis



Library locations with security guards

- SD1

- East Los Angeles Library
- Sunkist Library

- SD2

- AC Bilbrew Library
- Compton Library
- Culver City Julian Dixon Library
- Dr. MLK Jr. Library (Carson)
- East Rancho Dominguez Library
- Florence Library
- Graham Library
- Lawndale Library
- Lennox Library
- Lloyd Taber Marina Del Rey Library
- Masao W. Satow Library (Gardena)
- Willowbrook Library

- SD3

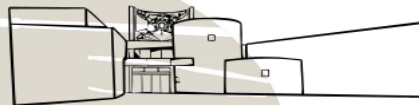
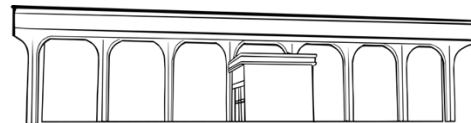
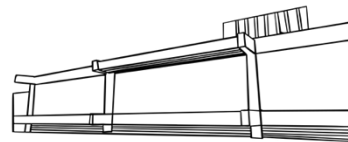
- Malibu
- San Fernando
- West Hollywood

- SD4

- Angelo M. Iacoboni Library (Lakewood)
- Clifton M. Brakensiek Library (Bellflower)
- Norwalk Library

- SD5

- Lancaster
- Quartz Hill



Safety & Security Specialist

- Monitoring Library security program
- Liaising with various municipal law enforcement and emergency response agencies
- Reviewing and recommending guidelines, procedures, and best practices



A background photograph showing a group of people gathered around a table in what appears to be a library or community center. A man in a dark jacket and a baseball cap is leaning over the table, writing. A woman with long dark hair is also leaning over the table, pointing at something. Another person wearing a wide-brimmed hat is visible in the background. The room has wooden walls and modern lighting fixtures, including a yellow cylindrical light fixture on the right.

Wellbeing at LA County Library

- DMH Social Workers and Community Health Workers
- United Mental Health Promoters
- Psychiatric Social Work Consultant



Library & DMH

A Longstanding Partnership

- Our first embedded social worker partnership – May 2018 through March 2020
- 8 FTE licensed social workers embedded in high-need libraries
- 43 libraries benefitted from services
- 450 programs for customers and staff
- 3,700 contacts (September 2019 through February 2020)





LEAP (Library Engagement & Access Program) Our Newest Partnership

- Board approved DMH and Library recommendation to pilot a new social worker program on March 4, 2025
- 5 teams pairing a clinical social worker and a paraprofessional community health worker – 1 team/district
- Teams will be positioned at high-need locations, and float to other locations on an as-needed basis
- Program launched on June 2, 2025



LEAP Teams Provide:

- Mental health support
- Information about community resources
- Referrals for housing
- Access to healthcare
- Self-care tips
- Coping strategies



Pilot Locations

- SD1

- **East Los Angeles Library**
- Hacienda Heights Library
- Rowland Heights Library
- **Rosemead Library**

- SD2

- **Carson Library**
- **Lennox Library**
- **Willowbrook Library**

- SD3

- Malibu Library
- **San Fernando Library**
- Topanga Library

- SD4

- **Pico Rivera Library**
- **Norwalk Library**

- SD5

- **Claremont Library**
- **Lancaster Library**

Measures of success

- Number of contacts by the LEAP team
- Number of referrals to housing
- Number of connections to services
- Impact on library visits by the unhoused
- Library staff better equipped to deal with these populations
- Library staff improved sense of wellbeing





Some Early Success Stories



United Mental Health Promoters

- DMH program to reduce mental health stigma
- Promoters provide
 - Outreach and engagement
 - Educational workshops
 - Linkage and referrals
- Available in multiple languages





Mental Health Promoters at LA County Libraries

- Pilot of 20 locations launched in October 2023
- Program has expanded to 31 libraries this year
- Educational workshops & tabling
- Services in Chinese, English, Korean, Mandarin, and Spanish
- In FY 2024/25:
 - 88 workshops
 - 774 tabling events
 - 6,460 participants



Psychiatric Social Work Consultant

- Formulates and leads library programs and policies aimed at providing prevention and early intervention services for those affected by mental health issues
- Develops and conducts training for library staff
- Evaluate best practices, education, support, and outreach in a continuing effort to elevate mental health services

