



It's Not Contagious: Connecting With Customers Who Have Mental Health Problems

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#VLA2017

Agenda

- * Introduction
- * Recognizing Symptoms
- * Determining Options
- * National Picture
- * Maintaining Boundaries
- * Conclusion



Takeaways

1. Confidence
2. Empathetic approaches
3. Helpful things to say
4. Resource list



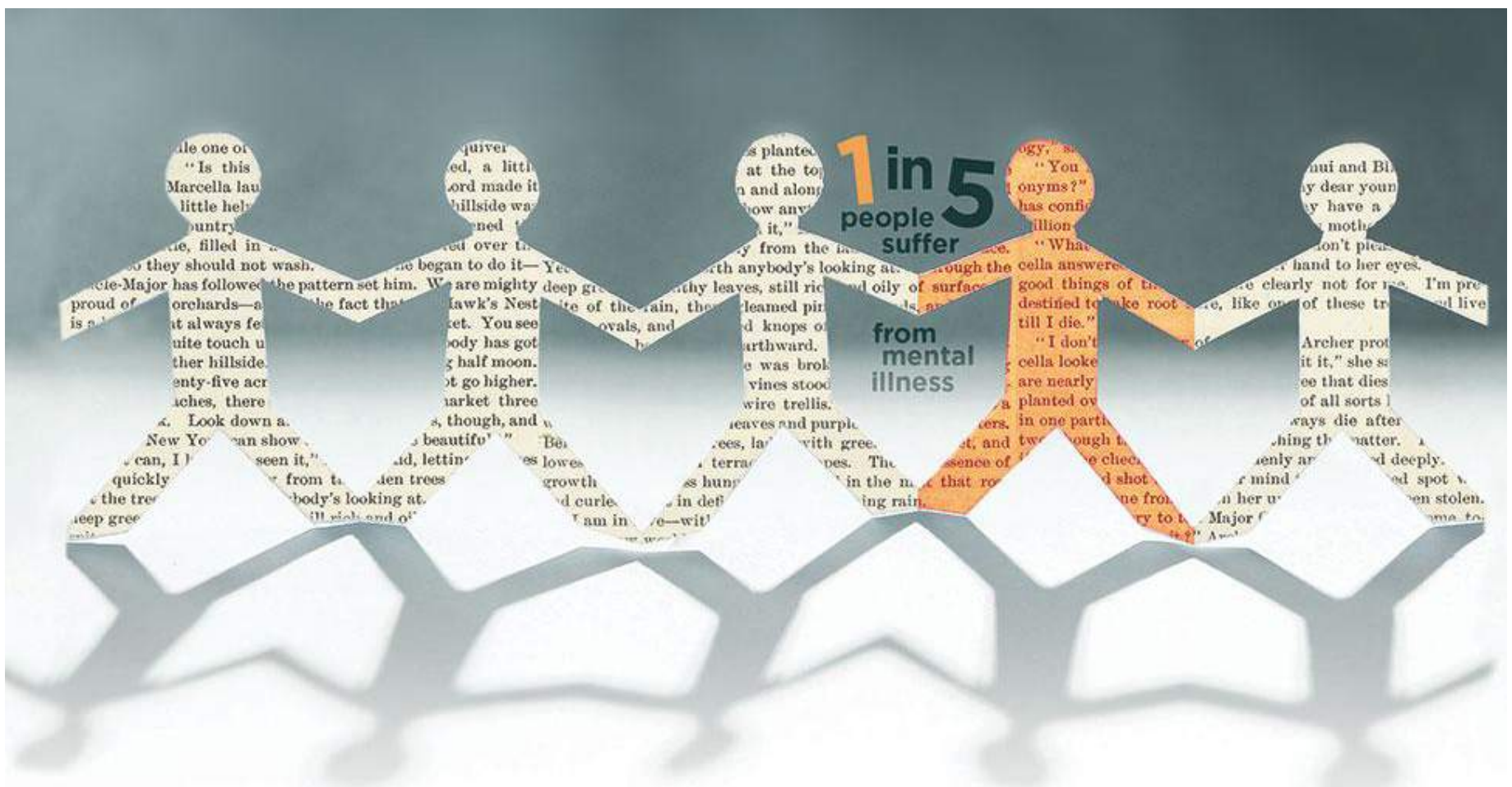
Chesterfield County Public Library

- Just south of Richmond, VA
- 252,000 cardholders (77% of county population)
- 10 branches
- Collectively borrow approximately 2.3 million print and digital items/year
- 305,000 reference questions asked per year
- Library meeting rooms reserved approximately 119,000 times annually
- 4,000 high quality learning programs offered each year
- Department of county government. No library board.



Library = Learning

- **CCPL Mission: to help people turn information into usable knowledge**
- **70% of our customers use the library for learning**
- **We support learning experiences through all mediums**
- **The library is a town square**



1 in 5
people suffer

from
mental
illness



How to recognize symptoms

Douglas, M., Zaentz, S (Producers), & Forman, M (Director). (1975). *One Flew Over the Cuckoo's Nest* [Motion Picture]. United States: Fantasy Film.

Maintaining appropriate boundaries





Determining options

Conclusion



Zackham, J., Stott, J., & Knox, T (Producers), Reiner, R. (Director). (2007).
The Bucket List [Motion Picture]. United States: Warner Brothers.



Questions?

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