

People Experiencing Homelessness: How Libraries Can Be Community Collaborators and Catalysts for Change

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Abstract:

In 2009, the Forsyth County Public Library received a call-to-action from the Executive Director of the 10-Year Plan to End Chronic Homelessness. This resulted in the application and implementation of a three-year, LSTA Collaboration and Innovation grant (a US federal funding program for libraries) to improve Library service for people experiencing homelessness and to raise awareness of the issues of homelessness in the community. Through this grant, the Library employed a full-time Peer Support Specialist trained to work with individuals experiencing homelessness by directing them to essential services and providing informational and recreational programs at the Central Library and key branch libraries. By joining the community dialogue and forming a Homelessness Advisory Committee of all key stakeholders, the Library helped bring together a group of service providers who had been working on homelessness for years. The grant project was ultimately sustained when Forsyth County government added the Peer Support Specialist position as a full-time, permanent position at the Central Library. This article will explain how Library staff met this community need and overcame challenges and roadblocks to serving people experiencing homelessness.

Keywords: homelessness, public libraries, collaboration, social capital, community activism

Introduction and a Call to Action

The Central Library in downtown Winston-Salem, North Carolina is no different from any urban public library in the United States. It is free, open to everyone and a natural civic destination for people from all walks of life including people experiencing homelessness. The public library offers a vast array of resources. It is warm in the winter and cool in the summer. Furnishings are comfortable and staff is helpful and welcoming. In the last decade, public libraries have been reinventing themselves as gathering

places. They are “the third place” and the community’s living room. So why would anyone in the community be surprised that people experiencing homelessness seek out the Library? That a certain segment of the citizenry has expressed, and continues to express, near outrage that the public library allows people experiencing homelessness inside the library has been a paradox for the Forsyth County Public Library administration and staff for as long as anyone can remember. Enter two external forces that galvanized library staff into action.

In 2009, the Forsyth County Mental Health Association sponsored an all-day summit on Homelessness in Forsyth County. This crossed the desk of the Central Library Public Services Manager who was keenly aware of the tension surrounding people experiencing homelessness at the Central Library—then referred to by all staff as “the Homeless.” At this summit, Public Services Manager Elizabeth Skinner met the Executive Director of the United Way’s 10-Year Plan to End Chronic Homelessness Andrea Kurtz who suggested that the Central Library hire a Peer Support Specialist to work one-on-one with the population in the library. The keynote speaker at this conference was Jeff Olivet, Executive Director of t3 (think.teach.transform) at the Center for Social Innovation in Needham, Massachusetts. His presentation on the history of homelessness and the concept of “housing first,” the distinction between chronically and temporarily homeless, and the issues of trauma among people experiencing homelessness were new concepts for the Library. The Public Services Manager met all of the key stakeholders in the homelessness service provider community and came away with powerful seeds for change (Luck, 2013).

In 2010, the Forsyth County Public Library embarked on a \$40 million bond campaign to build a new Central Library and two branch libraries. The biggest criticism and question during the bond campaign surrounded the question—why should we build a Taj Mahal Central Library for the homeless? Enter the elephant that has always been in the room when discussing the Central Library. From Library Administration’s point-of-view, it was unfair for the library to be criticized for a problem that was not just the library’s, but a challenge for the entire community. Yes, the Central Library had served as the de facto day shelter in the community. The community does have one day shelter that serves people experiencing homelessness, The Bethesda Center. However, as library staff would come to understand, not every individual prefers the day shelter. Even with computers and reading material at Bethesda, many people experiencing homelessness are attracted to public libraries because they can be a regular person utilizing a public space that is free and open to everyone—and not necessarily be perceived as “homeless.” Indeed, they might even be perceived as simply a patron using the library.

Accepting the Challenge

With external forces at play, years of Administrative frustration and a call to action, librarians did what librarians do very well; they formed a planning committee and wrote an LSTA grant. Attendance at the Homelessness Summit was highly beneficial because Library Administration was now introduced to all of the human service providers who work with people experiencing homelessness. Public Services Manager Elizabeth Skinner promptly invited all of the homeless shelter directors, the Executive Director of the United Way’s 10-Year Plan to End Chronic Homelessness, and mental health service providers who work with people experiencing homelessness to attend an inaugural Homelessness Steering Committee meeting. The community organizations that were present and on board for the entire grant project were:

- Anthony’s Plot (a faith-based initiative serving people experiencing homelessness)
- Bethesda Center (the only day shelter in Winston-Salem)
- Dr. Julie Hersberger, Department of Library and Information Studies, UNCG (researcher on libraries serving people experiencing homelessness)
- Downtown Churches
- Partnership for a Drug-Free NC
- Rescue Mission (serving men experiencing homelessness)
- Salvation Army (serving women and families experiencing homelessness)
- Samaritan Ministries (primary overnight shelter in Winston-Salem)
- United Way, 10-Year Plan to End Chronic Homelessness
- Wake Forest Baptist Medical Center

The Homelessness Steering Committee quickly got to work advising library staff in assessing the problem and working to offer insights into how the public library could best serve this target population. They recommended the following:

1. Hire a Peer Support Specialist to interact one-on-one with individuals using the Central Library who were experiencing homelessness.
2. Understand the issues and concerns of this population and train library staff in these issues.
3. Identify library programs to interest and benefit the target population.
4. Offer programs on Sunday afternoons which are a “dead time” for this population in downtown Winston-Salem.
5. Get to know the homelessness service providers in the community and understand what they do. Have library representation on the Homeless Council and other community groups working on homelessness.

After learning from the Steering Committee, library staff arrived at the following goals for the LSTA Collaboration and Innovation grant. LSTA, through the Library Services and Technology Act, is a US federal funding program for libraries.

1. Establish a Peer Support Specialist at the Central Library.
2. Survey the users and develop library programs and services of interest to people experiencing homelessness.
3. Provide sensitivity training for all staff at the Library’s annual Staff Training Day.
4. Provide sensitivity training for the community through a series of public programs and speakers.
5. Work toward the sustainability of the Peer Support Specialist position and the program.

The LSTA Library Collaboration and Innovation grant was awarded in 2012-2013 and ultimately funded as a multi-year, three year project through 2015 (Luck, 2012). The State Library of North Carolina and Federal Programs Consultant Raye Oldham expressed a keen interest in Forsyth County Public Library’s grant project. Of particular interest was FCPL’s approach. In most cases, requests to the LSTA grant program were centered in outreach to people experiencing homelessness. FCPL was seeking to meet problems head-on, in the library. As Samaritan Ministries Director Sonja Kuroski stated, “the Public Library is meeting people experiencing homelessness where they are, and are choosing to be—at the public library.”

Designing and Implementing Library Services for People Experiencing Homelessness

Success. LSTA grant received. Library staff and community partners ready to proceed. But wait. The grant award must be approved and accepted by the Forsyth County Board of Commissioners. That there would be a stumbling block at this point in the process was unanticipated by LSTA Grant Project Manager Elizabeth Skinner. The grant was presented in June of 2012 to the Board of Commissioners and many questions were asked about implementation of the grant. Of major concern was the Library taking responsibility for this population by designing programs to serve them. If the Library designed library programs to help and serve this population wouldn't even more people experiencing homelessness be drawn to the Library? Of particular concern was a collaborative project with the Wake Forest University School of Documentary Film Making to document the project. This component of the project was rejected by the Board. The Board had received considerable heat during the Library Bond campaign over the homeless population's use of the Central Library. They did not want unnecessary attention put on this project.

As a result, FCPL petitioned the State Library of North Carolina to remove the documentary film project from the grant and reallocate funds toward programming and a video camera and equipment for staff use to document the project. The goal in documenting the project was always intended as a means of demonstrating positive outcomes in serving this population in the library. The Library would ultimately use the video documentation of the project as a training tool for other library professionals at the North Carolina Library Association conference in 2013 and at the American Library Association annual conference in 2014. In an effort to resolve the concerns of the County Commissioners, Federal Programs Consultant Raye Oldham was called in to consult with the Forsyth County Manager and Deputy County Manager for the State Library's perspective on the issues surrounding homelessness in public libraries. Ms. Oldham believed so strongly in this project that she ardently supported the Library's project goals to County Administration and approved the requested adjustments to the grant application.

The second major challenge in beginning the grant was hiring a Peer Support Specialist. The first challenge was to set up an infrastructure for funding the salary and benefits of the position and the supervision of the employee. The Commissioners required a third party to administer the position and requested that grant funds for the position be paid to the United Way of Winston-Salem and Forsyth County. United Way and the Library then contracted with the Partnership for a Drug-Free NC to supervise the Peer Support Specialist and pay the salary for the position. FCPL was the on-site supervisor with the Partnership for a Drug-Free NC serving as the trainer and director of peer support services and case intake. The Partnership for a Drug-Free NC also tracked intake statistics on individuals served by the Peer Support Specialist.

With a framework in place, the Library and the Partnership for a Drug-Free NC then engaged in the hiring process. For an example of a Peer Support Specialist job description, see Appendix A. There were surprisingly few applicants. Fortunately, Samaritan Ministries recommended an outstanding candidate for the position. After interviews, the Library's first Peer Support Specialist Jose Perez was hired.

From day one, Jose was a natural in connecting with people experiencing homelessness using the Central Library. By definition, a Peer Support Specialist is an individual who was formerly homeless, or at risk for homelessness, who can identify with the population and then be trained to work with individuals to counsel them and direct them to needed services



Festival of Shelters

Planning Library Programs for People Experiencing Homelessness

One of the first actions of staff was to create a survey of users at the Central Library to determine the library needs of people experiencing homelessness. The survey was administered to all users of the Central Library. Survey participation by people experiencing homelessness was determined by asking a question about residence with an option for “no permanent address.” The primary findings of this survey for the target population were as follows—

1. Public computer use was the top reason for using the public library.
2. Recreational programs were of primary interest including movies, gaming and reading.
3. Computer classes, job and life skill programs and book clubs were requested areas of programming.
4. Books, magazines and AV were all of interest.
5. People experiencing homelessness indicated their average library visits to be of the following durations: 2 hours or less (20%), 2-4 hours (40%), more than 4 hours (30%), all day (10%).
6. Visits per week were 2-4/week (20%) and 5-7/week (80%).

Library staff were surprised that recreational programming was ranked so high. One of the first programs the Peer Support Specialist developed was a Sunday afternoon feature film series. This Sunday movie matinee has proven to be the most successful of all library programs offered to this group with attendance ranging from 50 to nearly 100 on Sunday afternoons. This program has been highly successful because it addressed an expressed interest of the population and it answered a call for programming during a “dead time” in downtown Winston-Salem—Sunday afternoon. In addition, Library staff tried a variety of programs with the most successful being the movie series, Books for Dudes book club and Computer Training Bridge computer classes.

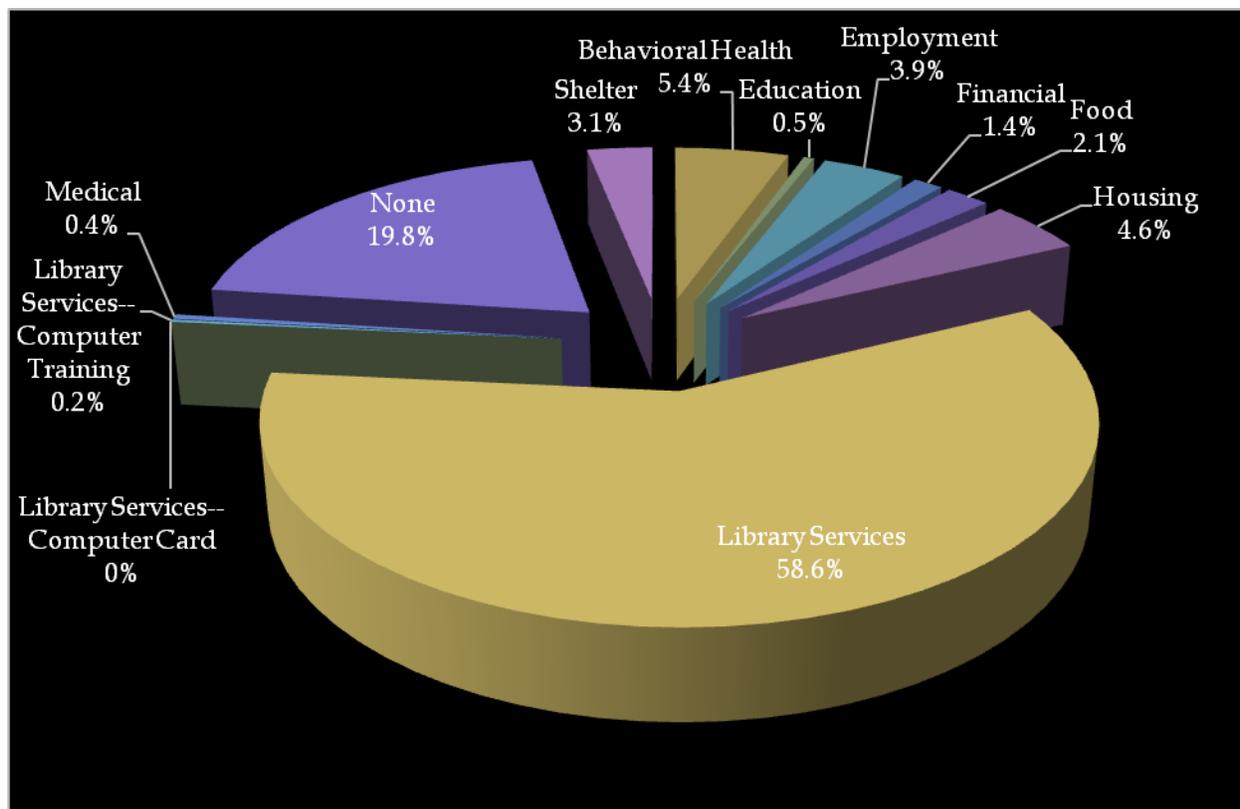
Books for Dudes was, and is, the most innovative program that was developed by an Adult Services Librarian with a strong interest in Reader’s Advisory services. Librarian Tom Wells formed an all-men book club with two main components—men would be invited to share a favorite book with the group and there was no required reading list. And of equal importance, tasty, “real men” food would be offered at each program. A crock pot was nearly always involved with tasty chili and stews as a focal point for the gathering. Books for Dudes has been sustained by the Library for over three years. In 2015 the program was awarded an ECHO Award by the Winston-Salem Foundation for building social capital in the community. The Winston-Salem Foundation described Books for Dudes as “Forsyth County Public Library’s book club for men. Members aren’t required to read the same book, but are encouraged to share their own literary finds, thoughts on current events, and personal stories. Members range from recent high school graduates to retirees and from the unemployed to businessmen—resulting in close, trusting relationships and bridging social capital among this diverse group of community members.”

The Library’s existing Computer Training Bridge program analyzed computer training curriculum and targeted classes for people experiencing homelessness. The LSTA grant paid for a part-time computer trainer to teach classes. Classes developed for this population included—

1. Computer ABCs – basic computer skills including using a mouse, navigating toolbars and windows, and basic word processing.
2. Drop-In Job Seekers Lab – assistance in online job searching and the online application process including creating and attaching a resume.
3. Microsoft Word, Excel, PowerPoint
4. Open Help Lab – where participants may ask any question related to basic computer skills.

In collaboration with Anthony’s Plot and with support from a grant with The Winston-Salem Foundation, the Library compiled and printed a portable resource guide to services available in Winston-Salem and Forsyth County for people experiencing homelessness. The guide, *Resources & Refuge on the Journey: a directory of agencies, ministries and friends who offer services and support*, is relied upon by service providers and library staff as a means of referring individuals to needed services (Anthony’s Plot, 2013). This resource is updated on an annual basis.

One-on-one contacts between the Peer Support Specialist and people experiencing homelessness in the Central Library were tracked, along with attendance at library programs and library cards issued to that target population. A special “Computer Card” was established for patrons with no address. The following chart illustrates library services provided by the Peer Support Specialist in the second year of the grant (2013-2014) once the program was fully operational.



Library Service to People Experiencing Homelessness, FY 2013-2014

Sensitivity Training for Library Staff and the Community

Aside from getting a Peer Support Specialist on board, one of the primary goals for year one of the LSTA grant was to provide sensitivity training on homelessness for library staff. Library Director Sylvia Sprinkle-Hamlin wholeheartedly embraced the goals of the grant project and agreed to design the Library’s 2012 Staff Training Day around the subject. The Library used grant funding to bring in expert Katie Volk from t3 and the Center for Social Innovation to educate staff on homelessness and to provide tools and strategies for serving this user population on a daily basis. Training was viewed as essential for all staff with an understanding that this population was not isolated at the Central Library and that branch libraries were also serving people experiencing homelessness. Key components of the training included—

1. A history of homelessness in the United States and over time.
2. Understanding trauma and strategies for interacting with people who have experienced trauma.
3. Best practices in working with people experiencing homelessness.
4. Helping Library staff to shift their thinking from “homeless” to “people experiencing homelessness.” Understanding that for this population the public library is perceived as a neutral, safe place that can offer people experiencing homelessness a sense of belonging in the community.
5. Plenty of Q&A for library staff with an expert in the field.

When Library staff evaluated the training, they agreed that it was effective in breaking stereotypes and false assumptions about people experiencing homelessness. Staff reported feeling empowered to more effectively serve and interact with these library users. Staff also appreciated having the opportunity to express their concerns about safety and to share their experiences in working with people experiencing homelessness including children and families.

In year two of the LSTA grant, Forsyth County Public Library very intentionally planned a series of programs for the public designed to increase sensitivity to people experiencing homelessness. Programming was designed around the Library's annual community read project, *On the Same Page*. *The Pursuit of Happiness*, Chris Gardner's memoir on overcoming a period of homelessness, was selected as the featured book. Library staff planned a series of programs exploring the theme of homelessness. In addition to hosting Mr. Gardner as the speaker for the culminating event, program highlights included—

1. On the Same Page program kickoff at the BookMarks Festival of Books featuring Kashmiria Sheth's young adult novel, *Boys without Names*, on indentured children in India sold into factory work.
2. Poverty Simulation – an exercise where people are given identities from parent to child to single adult and are dealt a set of poverty circumstances in which to navigate through basic daily living such as finding a job, paying bills, dealing with eviction, obtaining food vouchers, and keeping children in school. The poverty simulation was a transformative experience for all who participated.
3. Interfaith Winston-Salem book discussions of Karen Armstrong's book *12 Steps to a More Compassionate Life* with intentional formation of diverse discussion groups.
4. "Homelessness: Near and Far" kickoff event featuring community leaders including the Mayor of Winston-Salem, the Executive Director of the 10-year Plan to End Chronic Homelessness, the statewide director of the North Carolina 10-Year Plan to End Chronic Homelessness, Peer Support Specialist Jose Perez and volunteers from the homeless community.
5. Festival of Shelters – Hosted by Anthony's Plot, a unique expression of Sukkot—the remembrance of God's provision for the wandering Israelites—publicly remembering God's care for and presence with those who are without housing, through acts of education, prayer, protest, celebration, meals, and rest.
6. "Hoping for a Home" documentary film series featuring *American Winter*, *Inocente* and *Without a Home*.

These programs and the overarching theme of homelessness were very well received by the community with solid attendance at *On the Same Page* programs. Once again, FCPL worked to shift perception of people experiencing homelessness from "problem in the library" to "members of the community" with every right to use the public library like all other citizens in Forsyth County.

Documenting Outcomes and Sharing Best Practices

In the third grant year, energy was devoted to maintaining the existing program, building on FCPL library services to people experiencing homelessness and to documenting outcomes and best practices of the project. Peer Support Specialist Jose Perez had become well established in the homelessness service

provider community and regularly hosted Homeless Caucus meetings at the Central Library and represented the Library at monthly Shelter Providers meetings and monthly Executive Homeless Council meetings. The Homeless Caucus is a monthly forum for people experiencing homelessness to share issues and concerns in the homeless community. A meal is served and guests such as the Downtown Bike Patrol of the Winston-Salem Police Department, local shelter directors and other human service providers are on hand to field questions and concerns. Jose expanded programming to include a “New Leaf Career Development Partners Workshop” for community ex-offenders. This initiative is a partnership with three Wake Forest University professors who work one-on-one with ex-offenders to inventory job skills and work toward re-entry into the workforce.

A major challenge in year three of the grant project was to transition the Peer Support Specialist and people experiencing homelessness to other library facilities with the closing of the Central Library for renovation. The Central Library closed on October 15, 2014. The Peer Support Specialist position was transferred to the Malloy/Jordan East Winston Heritage Center library facility. It was determined that East Winston would be the most likely branch facility for the majority of homeless library users at Central due to its proximity to major homeless facilities. Public computers were added at this branch to accommodate increased demand. There was also significant usage at three other FCPL branches within the city of Winston-Salem that were also on bus routes from downtown. The Carver School Road, Reynolda Manor and Southside branch staffs were coached by Jose Perez and ready to receive people experiencing homelessness. As projected, these branches have experienced a significant increase in usage by people experiencing homelessness.

Once Central Library staff were temporarily located to branch libraries and to Forsyth County Government Center offices, the core Library staff team of the Homelessness Advisory Committee continued to meet to fine-tune library service to people experiencing homelessness and to document the work that FCPL had done on the project and explore positive outcomes. Ultimately, the Library contracted with two outside media companies to assist in creating a training video and a photographic documentary of the project.

The training video involved interviewing service provider partners and key library staff who served on the Homelessness Advisory Committee. The video featured interviews with Peer Support Specialist Jose Perez, the Executive Director of Samaritan Ministries, the project manager from the Partnership for a Drug-Free NC, LSTA Project Manager Elizabeth Skinner, library staff on the front lines including the Children’s Department and most importantly people experiencing homelessness that used the Central Library. The video sought to feature individuals who had been helped by the program and to explain best practices learned through the project which included:

1. Partnering with the homelessness service providers in your community is free and perhaps the single most important aspect in a successful library initiative to serve this population. Partnering with these organizations demonstrates willingness on the part of the library to be engaged in serving this population and enables the library to learn from the experts in the field and from those on the front lines of serving the target population.

2. Having a Peer Support Specialist on staff in urban public libraries is paramount to a successful library effort to serve people experiencing homelessness. A Peer Support Specialist is trained to build trust on a one-on-one basis and to refer individuals to needed services in the community and can work to support Library staff on a daily basis.
3. Educating library staff about homelessness and providing them with resources and tools to work with this population is key. People experiencing homelessness can be all ages including children. People experiencing homelessness may not appear to be homeless. There are issues of trauma and trust in working with this population. Knowing the major issues surrounding homelessness can alleviate staff fears and provide them with useful strategies when interacting with this population.
4. Offering sensitivity training for the public can build social capital and compassion in the community while strengthening the public library's position as proactive in this sensitive service area.
5. People whom library staff and patrons may assume are experiencing homelessness may actually be working but do not make a living wage. Many public library patrons are at-risk for homelessness and desperately need library services including computer access and training, job searching skills, GED and life skills.

The photo-documentary project was in collaboration with the Library Public Information Officer, the LSTA Project Manager, the Peer Support Specialist and contracted documentary photographer Diana Greene to document the individual stories of people experiencing homelessness who used the Central Library. The biggest challenge of this project was the closure of the Central Library and the recruitment of patrons willing to be photographed and interviewed to tell their stories. Ultimately, eighteen individuals were interviewed and photographed for the project. Their stories were recorded and transcribed by the Public Information Officer to accompany selected photographs for the project. Selected photographs were matted and framed with a goal of creating a traveling exhibit to document the project. This photo-documentary project will be completed by the end of 2016. A rotating exhibit will be planned for the new Central Library and the nine branch libraries in 2017.



Drumming Circle at the Central Library

Sustainability

In addition to helping homeless individuals find housing, employment, benefits and assistance with various daily needs; enabling people experiencing homelessness to utilize the library successfully; and empowering library staff and citizens to better understand people experiencing homelessness; the ultimate success of the three-year LSTA grant project was the sustainability of the Peer Support Specialist position. In fiscal year 2015-2016, the Forsyth County Board of Commissioners approved a budget that included funding for the Peer Support Specialist position through the Department of Social Services working onsite at the Forsyth County Public Library. Reaching a point where the County was willing to fund this critical position demonstrated tremendous growth on the part of the Library system and Forsyth County government.

LSTA Advisory Committee member and former Library Director of the Z. Smith Reynolds Library, Wake Forest University Lynne Sutton, asked a key question of library staff working on this project when the first year of the project was reviewed by the State Library of North Carolina. Her question: “What Does Success Look Like?”

At that time, library staff did not know if the Peer Support Specialist position could be sustained. What staff did know was that homelessness is a moving target. Library staff had learned from Katie Volk that “homelessness is a state, not a trait.” Individuals move in and out of homelessness. Those who are chronically homeless due to mental illness and substance abuse issues may never overcome the state of homelessness. But with people like Peer Support Specialist Jose Perez—the homelessness service provider network and trained library staff—individuals can break out of the cycle. The “Housing First” model seeks to stabilize individuals by securing housing before other issues can be addressed. Unfortunately new people cycle into homelessness.

The Mayor of Winston-Salem reported in 2016 that homelessness is significantly reduced in Winston-Salem. The annual point-in-time count demonstrates a steady reduction in people on the street. *Winston-Salem Monthly* magazine listed this as a top 10 achievement for Winston-Salem in 2016, “with the United Way leading the effort, the [10-Year] plan has resulted in a 67 percent reduction in chronic homelessness and a 30 percent reduction in shelter populations. Officials had also built nearly 550 units to house the homeless according to a 2013 report, resulting in a 30 percent reduction in shelter populations. (Breedlove, 2016)” Our community can hope that this trend continues.

Forsyth County Public Library can now demonstrate that Library staff is better trained to work with this population. Library programs have been developed to better serve people experiencing homelessness and a Peer Support Specialist will be on staff at the new Central Library. People experiencing homelessness gravitate toward the public library as an accepting, third place where they can use all of the resources the library has to offer on equal terms with all citizens of Forsyth County. If library users and Forsyth County citizens can understand and accept that as the most democratic institution in the community, the public library is free and open to everyone, including people experiencing homelessness; this project will have bridged a tremendous gap and worked toward building a more compassionate Winston-Salem.

Appendix A

Job Description Library Peer Support Specialist

General Definition of Work

Serves as the Peer Support Specialist for the Library by working as a peer counselor, and information and referral specialist, in providing services to people experiencing homelessness while promoting and communicating the mission, vision and values of the Library. Work is performed under the moderate supervision of the Library Project Manager and a Department of Social Services Supervisor.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

Essential Functions

- Assists people experiencing homelessness in the Library by providing peer support to discern needed community services. Greets individuals one-on-one on a daily basis in the Library.
- Plans library programs of interest and benefit to the target population. Programs include the Homeless Caucus support group, Books for Dudes book club, Open computer lab and basic computer classes, Second Run Cinema, and other programs of interest.
- Serves on community task forces of homeless service providers including the Homelessness Steering Committee (Library) and the Homeless Council (city-wide representation).
- Receives ongoing training and certification in mental health and substance abuse issues, trauma, crisis management and peer support.
- Assists library staff in understanding best practices in working with people experiencing homelessness. Assists library staff on a day-to-day basis when interacting with the target population and referring them to needed services in the community.

Knowledge, Skills and Abilities

General knowledge of Library programs and community services for people experiencing homelessness; general knowledge of mental health and applicable laws and regulations; ability to communicate ideas effectively in both oral and written formats; skill in the use of personal computers, related software applications, hardware and peripheral equipment; ability to maintain effective working relationships with associates, government officials and the general public.

Education and Experience

High school diploma or GED and considerable experience in assisting those recovering from mental illness and substance abuse, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, frequently requires walking and occasionally requires standing, reaching with hands and arms and repetitive motions; work has not special vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken work and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken work levels; work requires preparing and analyzing written or computer data, operating motor vehicles or equipment and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, library).

Special Requirements

Possession of a valid driver's license.

Adopted from CenterPoint Human Services "Peer Specialist" Job Description, August 2007

Forsyth County Public Library, Winston-Salem, NC

July 2016

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