



Touchpoints in Libraries

The Presenters



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AGENDA

- What is Touchpoints?
- What does Touchpoints mean for libraries?
- How to apply for a Touchpoints training in 2016/17
- Questions & Answers



Which statement best describes your library?

- a. All families feel supported by our library, and staff are well prepared for any positive or negative interactions we may have with families.
- b. Families seem happy to use our library, but sometimes we wonder if we could be supporting them (and ourselves) better.
- c. Families aren't well supported by our library, and staff doesn't feel equipped to interact effectively with them.

The Touchpoints Approach

Engages families by:

- Understanding child development
- Supporting relationships



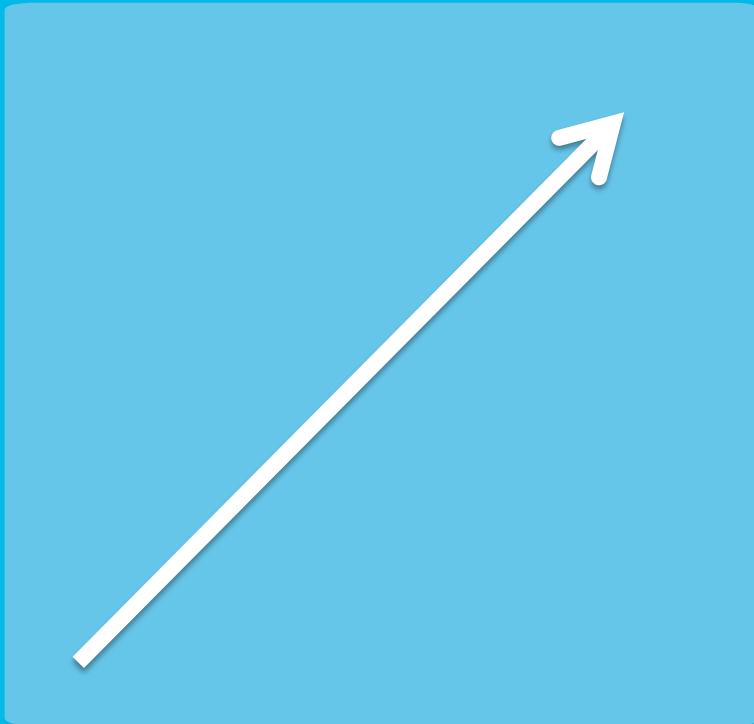
The Touchpoints Approach

Supports staff by:

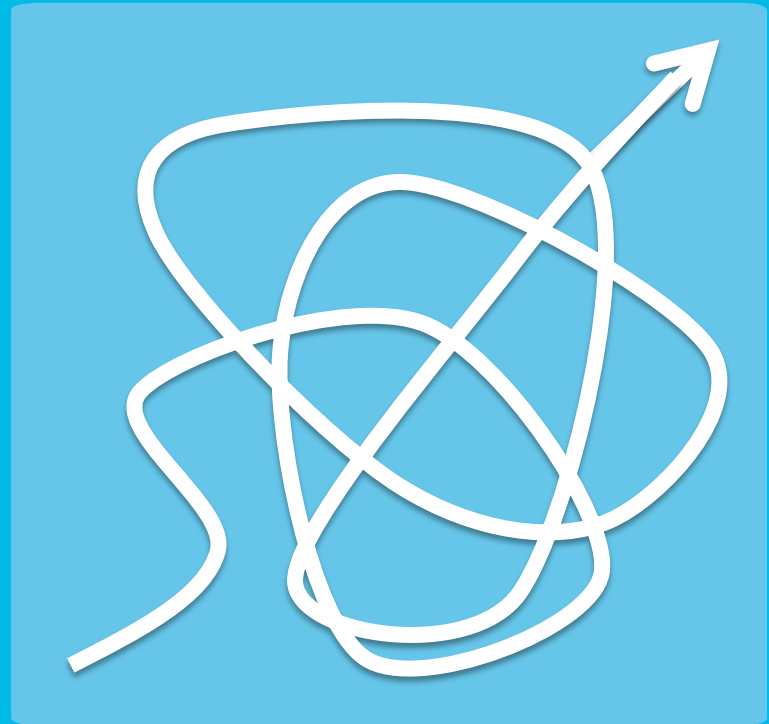
- Increasing knowledge of child development
- Expanding awareness of our own thoughts and actions
- Providing specific tools to help us make intentional choices



Child Development



Fictional path



Actual path

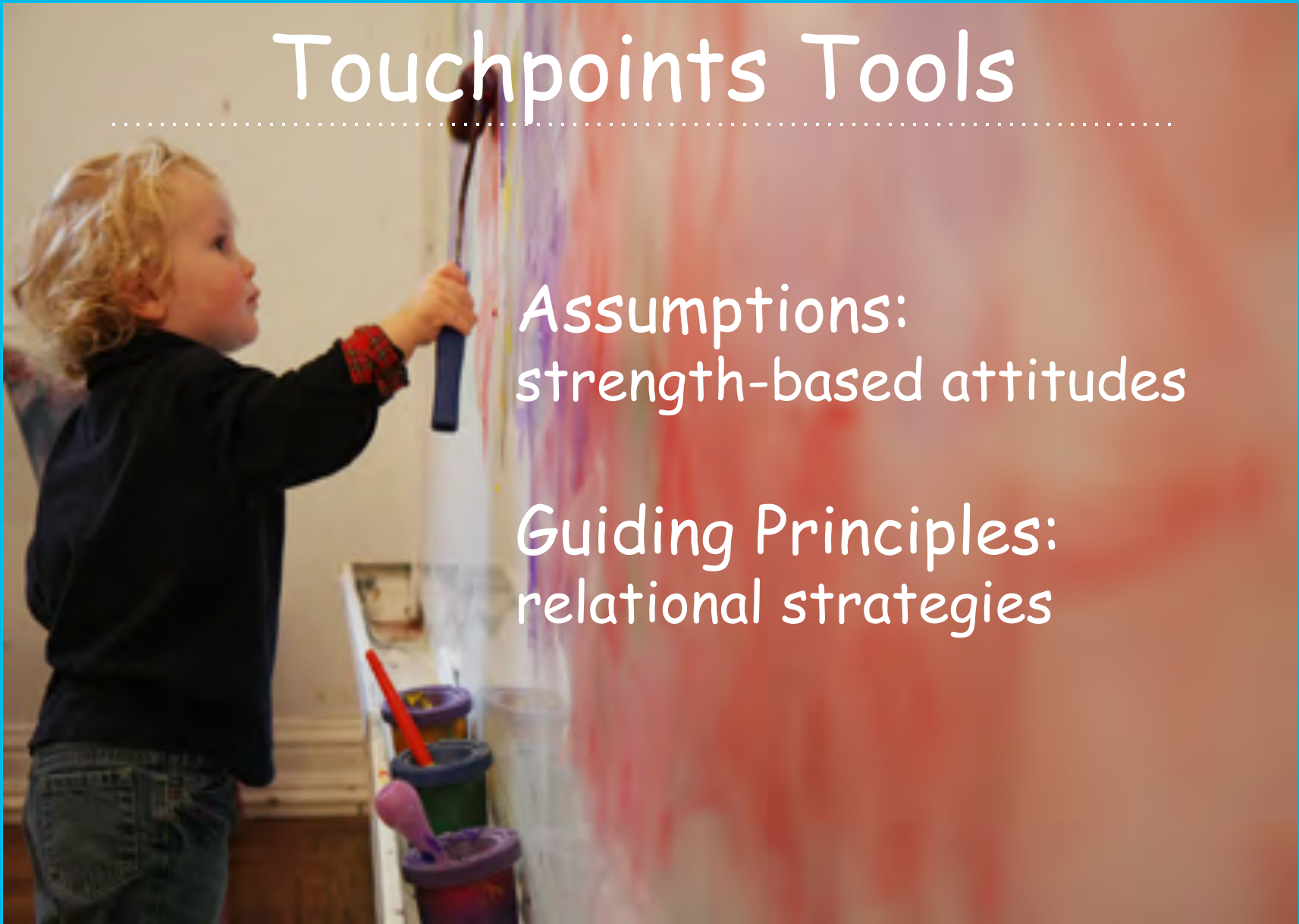
We're born to develop within
caring relationships...



Touchpoints Tools

Assumptions:
strength-based attitudes

Guiding Principles:
relational strategies



Parent Assumptions

- The parent is the expert of his/her child
- All parents have strengths
- All parents want to do well by their child
- All parents have something critical to share at each developmental stage
- All parents have ambivalent feelings
- Parenting is a process built on trial and error

Guiding Principles

- Recognize what you bring to the interaction
- Look for opportunities to support mastery
- Use the behavior of the child as your language
- Value disorganization
- Focus on the parent-child relationship
- Value and understand the relationship between you and the parent
- Be willing to discuss matters that go beyond your traditional role
- Value passion wherever you find it

What this Means for Libraries



Stories from the Field



What this Means for Libraries

- Staff have more tools for working with and interacting with families.
- Staff have a common language and community of practice in which to utilize these tools and strategies.
- Young children and their families feel libraries better understand them.

How to Apply for Training

- Complete online application:
<https://www.surveymonkey.com/r/TPLibraries>
- Additional information available:
<http://www.library.ca.gov/services/libraries/touchpoints.html>
- Application deadline: July 29, 2016
- Carefully consider training ramifications
- Applying libraries notified by September 12, 2016
- Specific training dates will be determined after libraries are selected
- Trainings held November 2016 through August 2017

Questions & Answers





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More information & online application:

<http://www.library.ca.gov/services/libraries/touchpoints.html>