FORMAT			
1. Name of resource	**IFLA Guidelines for library services for people experiencing homelessness**		
2. Location	https://www.ifla.org/resources/?oPubId=12642		
3. Alternative location			
4. Author[s]	Winkelstein, J. A. (ed.) and LSN Guidelines Working Group		
5. Publisher/producer/ host	International Federation of Library Associations and Institutions		
6. Year	2017		
7. Suggested citation	Winkelstein, J. A. (ed.) and LSN Guidelines Working Group (2017). IFLA Guidelines for Library Services to People Experiencing Homelessness. International Federation of Library Associations and Institutions (IFLA), available at https://www.ifla.org/resources/?oPubId=12642		
8. Languages in which available	English		
9. Geographic area resource relates to	Global		
10. Does the resource relate to a specific time frame?			
11. Type	Report	Yes	
	Toolkit/Framework/Roadmap	Yes	
	Sign-post to other resource (database)		
	Case studies	Yes	
	Other		
12. If this is part of an initiative, what is the initiative?	IFLA Standards. Note, the IFLA Guidelines are accompanied by a summary Libraries and Community Homelessness Checklist (2020), available at the same link or directly at https://repository.ifla.org/handle/123456789/769.		
COLLECTIONS AND COLLECTIONS-BASED INSTITUTIONS			
13. Explicit links to collections	Yes		
14. Explicit links to museums/libraries/archives	Yes		
15. Types of institutions the resource covers	Museums	X	
	Archives	X	
	Libraries	X	
	Other	X	
16. Does the resource relate to specific disciplines?	**Arts, humanities and social sciences: philosophy, psychology, religion, social sciences, law, politics,**	X	

	language, arts and recreation, architecture, literature, history, geography and ethnology, anthropology, archaeology	
	Science, natural history, technology, medicine, engineering, manufacturing	X
17. If no explicit links to collections, justification for inclusion		

HOW IT CONTRIBUTES TO SUSTAINABLE DEVELOPMENT	
18. Collections-related activities the resource relates to (mark all that apply)	
Develop collections to protect and safeguard wider cultural and natural heritage more effectively, for example by targeting collecting to threatened forms of heritage in strategic ways	
Use collections to promote learning and educational opportunities that contribute to sustainable development more effectively, for example education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development and/or skills development relating to collections	X
Use collections to promote cultural participation/social inclusion more effectively, for example by reducing barriers to participation, to ensure no-one is 'left behind'	X
Use collections to promote sustainable tourism more effectively, for example by developing new products based on local cultural heritage, and/or considering the rights of stakeholder groups in relation to collections	
Use collections to support research that contributes to sustainable development (including all forms of personal and self-directed research at all levels that make use of stored collections) more effectively, for example by providing effective facilities, collections and information to meet researchers' needs	
Make decisions around collections that contribute to sustainable development more effectively	
i. employment (recruiting, staff training, staff safety)	X
ii. energy consumption, greenhouse gas emissions, reduction, monitoring and reporting	
iii. waste management and reduction of waste	
iv. transport (forms of transport, energy use)	
v. commercial activities including copyright and IP	
vi. governance and management	X

vii. security, disaster preparedness and risk reduction	
Direct external leadership, partnerships and collaborations towards sustainable development more effectively, for example by developing impactful partnerships	X
19. Does the resource relate clearly to any international conventions (mark all that apply)?	
Culture conventions:	
1952, 71 Protection of Copyright and Neighbouring Rights	
1954 Protection of Cultural Property in the Event of Armed Conflict	
1970 Fighting Against the Illicit Trafficking of Cultural Property	
1972 Protection of the World Cultural and Natural Heritage	
2001 Protection of the Underwater Cultural Heritage	
2003 Safeguarding of the Intangible Cultural Heritage	
2005 Protection and Promotion of the Diversity of Cultural Expressions	
Rio Conventions:	
Convention on Biological Diversity (CBD), Convention to Combat Desertification (UNCCD), Framework Convention on Climate Change (UNFCCC)	

AIMS AND CONTENT

20. What issues does the resource aim to address?	"The IFLA Section for Library Services to People with Special Needs (LSN) focuses on those persons who, because of their living conditions and/or physical, mental, or cognitive disabilities, are unable to access current library services. Much in the same way, people experiencing homelessness face a series of barriers preventing them from obtaining equal access to library services due to their living conditions, poor mental and physical health, and prejudice. These guidelines have evolved from the work LSN has done to address these barriers. It should be noted that library services to refugees are included in these Guidelines. They face many of the same challenges as people experiencing homelessness. Homelessness is a community challenge. An important prerequisite for efficient and sustainable services related to homelessness is building a network of multiple stakeholders to work with people experiencing homelessness" (p.10) "The purpose of these guidelines includes: • Provide an insight into the complex issue of homelessness and thus contribute to overcoming stereotypes, prejudice and barriers faced by people experiencing homelessness • Based on good practice examples from around the world, propose ways and give recommendations for planning, organizing, delivering, advocating, funding and

	evaluating library services to people experiencing homelessness **• Encourage libraries to connect with stakeholders in the care of people experiencing homelessness in order to offer them as efficient and sustainable services as possible** **• Support libraries as places where not a single person who is experiencing or has experienced homelessness will be left behind." (p.15)**
21. Intended audience of resource	"The audience for these guidelines are librarians, library staff, and all who serve people experiencing homelessness." (p.10)
22. Process of development	"An international working group that comprises librarians and other experts from fields related to homelessness has developed the Guidelines, working under the responsibility of LSN." (p.11, see also p.10)
23. Organisation/structure/contents	Chapter 1 Introduction Chapter 2 Executive Summary Chapter 3 Homelessness: An Overview Chapter 4 Human Rights and Homelessness Chapter 5 Needs Assessment and Evaluation of Services to People Experiencing Homelessness Chapter 6 Attitude Chapter 7 Library Services Chapter 8 Services for Refugees Chapter 9 Services for Families, Children and Youth without Parents or Guardians Chapter 10 Staff Support and Partnerships Chapter 11 Library Policies and Their Effects Chapter 12 Communication and Advocacy Chapter 13 Funding Appendix A Non-Professional Psychosocial Support Appendix B Social Work in Libraries Appendix C Action Planning Tools Appendix D Vocabulary Appendix E Bibliography and Suggested Resources
FRAMEWORKS\	
24. Framework structure	The Checklist that accompanies the Guidelines can be considered as a framework. This has the following headings (for each of which a checklist of suggested actions is provided): Community needs assessment Library assessment Build partnerships Professional education Update language Develop needed services

	Marketing Funding
25. Relevant policy considerations	Yes
26. Resources for implementation identified	Yes
27. Specific assessment points/indicators/milestones/action plan for monitoring	Yes
28. ASPECTS OF SUSTAINABILITY COVERED BY RESOURCE (mark all that apply)	
People (social sustainability)	X
Planet (environmental sustainability)	
Prosperity (economic sustainability)	X
Peace	X
Partnerships	X
29. CROSS-CUTTING CONSIDERATIONS COVERED BY RESOURCE (mark all that apply)	
Gender perspectives	X
North and South perspectives	X
HOW THE RESOURCE CONTRIBUTES TO AGENDA 2030 AND THE SDGs	
HOW AGENDA 2030 AND THE SDGs FEATURE IN THE RESOURCE	
30. SDGs and Agenda 2030 specifically mentioned?	Yes
31. SDGs specifically mentioned?	Yes
32. SDG targets specifically mentioned?	No
33. SDG indicators specifically mentioned?	No
SDGs AND SDG TARGETS AND LINKAGES	
34. Comments on SDG linkages	The resource supports a range of SDGs and targets, including 1.1 (eradicate extreme poverty), 1.2 (eradicate poverty in all its dimensions), 1.3 (support social protection measure), 1.4 (ensuring everyone can access services), 1.5 (reducing the exposure of those affected by poverty to risks and disasters), 1.B (pro-poor policies), 3.4 (promoting mental health and wellbeing), 4.4 (staff skills and supporting skills development of people experiencing

homelessness, refugees, and unaccompanied children), 4.5 (removing barriers in education faced by particular social groups), 4.7 (Education for Sustainable Development, both for those experiencing homelessness and others, combatting prejudice), 4.A (effective learning environment), 5.2 (preventing violence against women and girls), 5.C (adopting policies that support women and girls' empowerment), 8.5 (supporting employability), 9.1 (sustainable and inclusive infrastructure for economic development and wellbeing), 10.1 (targeted programmes to support those on lowest incomes), 10.2 (promote universal social, economic and political inclusion), 10.3 (removing discriminatory policies and procedures), 10.4 adopting policies and procedures for greater inclusion), 11.1 (access to housing and basic services), 11.7 (safe, welcoming and inclusive public spaces), 11.B (adopting Disaster Risk Reduction approaches that promote inclusion and reduce people's exposure to risk), 16.6 (effective, accountable and transparent institutions), 16.10 (access to information and protecting fundamental freedoms), and 16.B (upholding and adopting laws and policies for sustainable development). There is a strong focus on partnerships, supporting all of SDGs 17.14 (promote policy coherence), and 17.17 (cross-sector partnerships). The focus on refugees can also contribute towards SDG 10.7 (Facilitate orderly, safe, regular and responsible migration and mobility of people).

35. SDGs and SDG targets the resource helps advance	
SDG 1: End poverty in all its forms everywhere 1.1 By 2030, eradicate extreme poverty for all people everywhere, currently measured as people living on less than $1.25 a day	Number of educational programmes that explore poverty as a multidimensional and complex issue, and that empower people to act to address extreme poverty. Number of educational programmes that are targeted towards people living in extreme poverty. Proactive steps taken to ensure that all people, including those living in extreme poverty, can access services. Promotion of poverty-reducing programmes, locally and worldwide, focussed on those in extreme poverty. Proactive support for economically disadvantaged and marginalized people in supply chains. Pro-poor decisions incorporated into all forms of operations, including financial decisions.

	Transparency in reporting on the supply chain, incorporating actions to address extreme poverty locally and worldwide.
SDG 1: End poverty in all its forms everywhere 1.2 By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions	Number of programmes drawing on collections (educational, awareness-raising, research, partnerships) that explore poverty as a multidimensional and complex issue, and that empower people to act to address poverty in all its forms. Number of educational programmes that are targeted towards people living in poverty. Proactive steps taken to ensure that all people, including those living in poverty, can access services. Collections development to support such programmes. Promotion of poverty-reducing programmes, locally and worldwide. Proactive support for economically disadvantaged and marginalized people in supply chains. Pro-poor decisions incorporated into all forms of operations, including financial decisions. Transparency in reporting on the supply chain, incorporating actions to address poverty locally and worldwide.
SDG 1: End poverty in all its forms everywhere 1.3 Implement nationally appropriate social protection systems and measures for all, including floors, and by 2030 achieve substantial coverage of the poor and the vulnerable	Number of programmes drawing on collections (educational, awareness-raising, research, partnerships) that aim to empower people to make use of social protection systems, and that raise awareness of issues faced by people requiring social protection. Number of educational programmes that are targeted towards people requiring social protection systems. Proactive steps taken to ensure that all people, including those requiring various forms of social protection, can access services. Collections development to support such programmes.

	Promotion of social protection programmes, locally and worldwide.
	Proactive support for people in social protection systems in supply chains.
	Pro-poor decisions incorporated into all forms of operations, including financial decisions.
	Transparency in reporting on the supply chain, incorporating actions to address poverty locally and worldwide.
SDG 1: End poverty in all its forms everywhere 1.4 By 2030, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology and financial services, including microfinance	Numbers and proportions of people from particular groups using collections in comparison with demographics in broader society. Numbers of people accessing collections. Number of targeted programmes that aim to enhance access to collections by disadvantaged groups. Sustainable tourism that enhances local communities' access to basic services, ownership and control over land and other forms of property (including cultural and natural heritage), as well as to technology and markets. Involvement of people from disadvantaged groups in decision-making activities and processes relating to collections and collections-based institutions.
SDG 1: End poverty in all its forms everywhere 1.5 By 2030, build resilience of the poor and those in vulnerable situations and reduce their exposure and vulnerability to climate-related extreme events and other economic, social and environmental shocks and disasters.	Number of collecting programmes that aim to build resilience to climate-related events and other shocks and disasters, for example by forming collections that can contribute to related educational and research programmes. Number of educational programmes drawing on collections that incorporate resilience perspectives. Number of targeted programmes drawing on collections that are aimed at vulnerable groups, to build their resilience to climate-related and other shocks and disasters. Number of research programmes drawing on collections that are aimed at building resilience to climate-related and other shocks and disasters.

	Strengthen the resilience of employees, communities and suppliers by paying at a minimum the living wage and offering insurance to employees and their families, such as accident insurance; and by paying fair prices to all suppliers
SDG 1: End poverty in all its forms everywhere 1.B Create sound policy frameworks at the national, regional and international levels, based on pro-poor and gender-sensitive development strategies, to support accelerated investment in poverty eradication actions	Number of policies and policy frameworks that support targeted, accelerated investment to eradicate poverty.
SDG 3: Ensure healthy lives and promote well-being for all at all ages 3.4 By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being	Plans, policies and procedures in place for the safe use of collections, notably in relation to chemical, physical, biological and other forms of hazard. Proportion of users of collections facilities reporting positive well-being during and as a result of activities relating to collections. Number and proportion of programmes relating to collections that incorporate wellbeing considerations and perspectives. Number of targeted programmes drawing on collections that address issues relating to non-communicable diseases, supporting prevention and treatment.
SDG 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all 4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment,	Number of young people and adults in skills-development activities and programmes drawing on collections, for employment, decent jobs and entrepreneurship Increase in number of young people and adults in such programmes Number and proportion of staff who have received training in the last year, to better support their contribution to the SDGs.

decent jobs and entrepreneurship	Programs and processes in place to ensure the availability of a skilled workforce.
SDG 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all 4.5 By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations	Number of educational and/or training programmes drawing on collections directed to meet the particular needs of persons with disabilities. Number of educational and/or training programmes drawing on collections directed to meet the particular needs of Indigenous peoples' groups. Number of educational and/or training programmes drawing on collections directed to meet the particular needs of children in vulnerable situations.
SDG 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all 4.7 By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development	Numbers of people in each type of programme drawing on collections from different demographic groups. Increases in numbers of people in each type of programme from different demographic groups. Proportion of people involved in such programmes in relation to overall audience size. Evidence that learners have acquired knowledge and skills to promote sustainable development.
SDG 4. Ensure inclusive and equitable quality education	

and promote lifelong learning opportunities for all 4.A Build and upgrade education facilities that are child, disability and gender sensitive and provide safe, non-violent, inclusive and effective learning environments for all	Number and proportion of education facilities that are child, disability and gender sensitive. Proportion of education facilities that provide safe, non-violent, inclusive and effective learning environments for all. Number and type of initiatives to improve effectiveness of learning environments. Support given to other education facilities to make them more inclusive and effective.
SDG 5. Achieve gender equality and empower all women and girls 5.2 Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation	Collections development, to ensure collections can be used as a basis for programmes that aim to raise awareness of, and reduce, all forms of violence against women and girls. Number of educational, awareness-raising, research and partnership programmes drawing on collections that aim to reduce, prevent and eliminate all forms of violence against women and girls, including trafficking and sexual and other types of exploitation.
SDG 5. Achieve gender equality and empower all women and girls 5.C Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels	Number and proportion of policies relating to collections and collections-based institutions that incorporate gender perspectives to promote gender equality and empowerment of all women and girls at all levels.
SDG 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all 8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value	Increase in number of people in full and productive employment relating to collections, through job creation and recruitment. Increase in proportion of existing staff working with collections in productive employment. Increase in number of men, women, young people and persons with disabilities in development and training programmes drawing on collections that support them in employment.

	Removal of pay disparities by gender and/or other status for those working with collections. Policies and plans in place to ensure that all suppliers and others in the supply chain are in decent and productive work.
SDG 9. Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation 9.1 Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all	Development of research-useful collections to support reliable, sustainable and resilient use by researchers and others. Number and proportion of collections facilities and stores that support economic development and human well-being. Number and proportion of collections facilities and stores that provide affordable and equitable access for all. Investment in collections facilities. Inclusion of collections information in regional and transborder initiatives, notably via digital access for discoverability.
SDG 10. Reduce inequality within and between countries 10.1 By 2030, progressively achieve and sustain income growth of the bottom 40 per cent of the population at a rate higher than the national average	Policies in place for fair pay in line with national recommendations. Policies in place to ensure equal pay for equal value. Policies in place, and reporting mechanisms in place, to ensure transparent information on inequality within organisations, and to address inequality in income. Policies in place to actively support markets and market access for low-income groups and populations, at any point in the value chain. Targeted programmes to support those on lowest incomes, and zero income.
SDG 10. Reduce inequality within and between countries 10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective	Collections development to ensure that collections effectively meet the needs of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.

of age, sex, disability, race, ethnicity, origin, religion or economic or other status	Numbers and proportions of people making use of collections in relation to the demographic of the local population. Numbers and proportions of people involved in focused programmes aimed at promoting social, economic and political inclusion. Numbers and proportions of people from different demographic groups involved in decision-making processes relating to collections and collections-based institutions. Number and types of partnerships that build relationships with marginalized groups, individuals and communities.
SDG 10. Reduce inequality within and between countries 10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard	Identification of discriminatory policies and practices, with clear plans to address these, to ensure equal opportunity for all and reduce inequalities of outcome.
SDG 10. Reduce inequality within and between countries 10.4 Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality	Number and proportion of policies that proactively address equality issues relating to fiscal, wage and social protection considerations.
SDG 10. Reduce inequality within and between countries 10.7 Facilitate orderly, safe, regular and responsible migration and mobility of people, including through the implementation of planned and well-managed migration policies	Collections development that supports a variety of uses relating to migration and that enables migrants and refugees to access their heritage. Numbers and proportions of people making use of collections who are from migrant backgrounds. Numbers and proportions of people involved in focused programmes supporting migrants and refugees.

	Use of collections for a variety of purposes (education, awareness-raising, research, partnerships) that address issues relating to migration, mobility, and refugees. Numbers and proportions of people and groups from different migrant backgrounds in decision-making processes relating to collections and collections-based institutions.
SDG 11. Make cities and human settlements inclusive, safe, resilient and sustainable 11.1 By 2030, ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums	Number of programmes drawing on collections (educational, awareness-raising, research, partnerships) that promote access to adequate, safe and affordable housing and basic services. Proactive steps taken to ensure that all people, including those in vulnerable situations, can access information on housing and basic services, overcoming cultural and language barriers. Collections development to support such programmes. Promotion of adequate housing programmes, and programmes to provide basic services, both locally and worldwide.
SDG 11. Make cities and human settlements inclusive, safe, resilient and sustainable 11.7 By 2030, provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities	Numbers of people accessing collecting institutions from different demographic groups, notably women, children, older people and persons with disabilities. Increases in numbers of people accessing collecting institutions from different demographic groups. Measures taken to remove barriers to access green and public spaces. Extent of green space provided by collections institutions.
SDG 11. Make cities and human settlements inclusive, safe, resilient and sustainable 11.B By 2020, substantially increase the number of cities and human settlements adopting and implementing integrated	***11.B.1 Proportion of local governments that adopt and implement local disaster risk reduction strategies in line with the Sendai Framework for Disaster Risk Reduction 2015-2030a*** Disaster Risk Reduction strategies and plans in place, in line with the Sendai Framework for Disaster Risk Reduction, to ensure collecting institutions and collections are factored

policies and plans towards inclusion, resource efficiency, mitigation and adaptation to climate change, resilience to disasters, and develop and implement, in line with the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels	into planning, and contribute effectively to Disaster Risk Reduction.
SDG 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels. 16.6 Develop effective, accountable and transparent institutions at all levels	***16.6.2 Proportion of the population [audience/users/non-users] satisfied with their last experience of public services*** Access to information, and accountability policies and mechanisms, in place. Effective institutional arrangements, both for own working and for working in partnership with other sectors, in place. Plans and arrangements in place for extraordinary circumstances such as natural and human-caused disasters. Effective arrangements in place to fulfil legal and social obligations and responsibilities. Effective arrangements in place for transparent communication and reporting of institutional performance. Effective arrangements in place for transparent decision-making and accountability.
SDG 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels. 16.10 Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements	Adopt and implement constitutional, statutory and/or policy guarantees for public access to information. Plans in place, and plans implemented to enhance public access to information relating to collections. Plans in place, and plans implemented to support fundamental freedoms, in line with human rights, national and international agreements and legislation. Plans and procedures in place for public access to information relating to the operation and management of collections-based institutions.

	Complaint mechanism in place for public to use where public access to information and fundamental freedoms not supported or fulfilled.	
SDG 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels. 16.B Promote and enforce non-discriminatory laws and policies for sustainable development	*16.B.1 Proportion of population [audience/users/non-users] reporting having personally felt discriminated against or harassed in the previous 12 months on the basis of a ground of discrimination prohibited under international human rights law* Number and proportion of policies that incorporate sustainable development considerations, in the full sense of recognizing all three of social, economic and environmental considerations.	
SDG 17. Partnerships for the goals 17.14 Enhance policy coherence for sustainable development	Proportion of policies that incorporate sustainable development considerations, linking to SDGs and targets. Incorporation of policy considerations from outside the collections sector into policies of collections-based institutions, to facilitate partnerships and effectiveness.	
SDG 17. Partnerships for the goals 17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships	*17.17.1 Amount of United States dollars committed to public-private and civil society partnerships* Number and/or increase in number, and diversity of local, national and regional multi-stakeholder (public, public-private and civil society) partnerships that address the SDGs drawing on collections, or that otherwise involve collections-based organisations and institutions.	

1	2	3	4	5	6
7	8	9	10	11	12
13	14	15	16	17	