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Library social services provide crucial aid during COVID-19 pandemic

December 7, 2020 — Of the many services available through Orange County Library System, social services and government assistance are frequently overlooked. But with many residents struggling through this unprecedented time - including the more than 18,000 local Disney employees who were recently laid off - these services can be literal lifesavers. Of note is The Right Service at the Right Time, an award-winning online tool that was developed by OCLS and is now available throughout Florida. The Right Service at the Right Time is free to all and particularly useful to those who have had their income affected by COVID-19, providing a platform for customers to easily find information on government-assistance programs.

With Right Service, customers have access to information about food stamps and temporary cash assistance, Medicaid, social security disability with the Social Security Administration, local food banks, and housing through Florida Housing Search, to name a few resources available on the site. Visit ocls.info/rightservice for more information. Right Service at the Right Time was funded under the provisions of the Library Services and Technology Act from the Institute of Museum and Library Services. Florida's LSTA program is administered by the Department of State's Division of Library and Information Services.

Additionally, the library has a social worker for one-on-one assistance in government services, affordable housing, career skills training and more. The social worker is available by appointment only at the downtown Orlando location. Visit ocls.info/socialworker to schedule your appointment.

Both Right Service and appointments with the library's social worker are free and available to anyone, with or without an Orange County library card.

For more information, visit ocls.info or call 407.835.7323.

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