

Today's Presenter



Aileen Luppert

Librarian, Spokane County
Library District



Michelle Simon

Program Coordinator,
Business and Career
Development Services,
Pima County Library

No Job Seeker Left Behind: Library Services to Meet Their Needs

Aileen Luppert, Librarian
aluppert@sclld.org

Plan for the Day

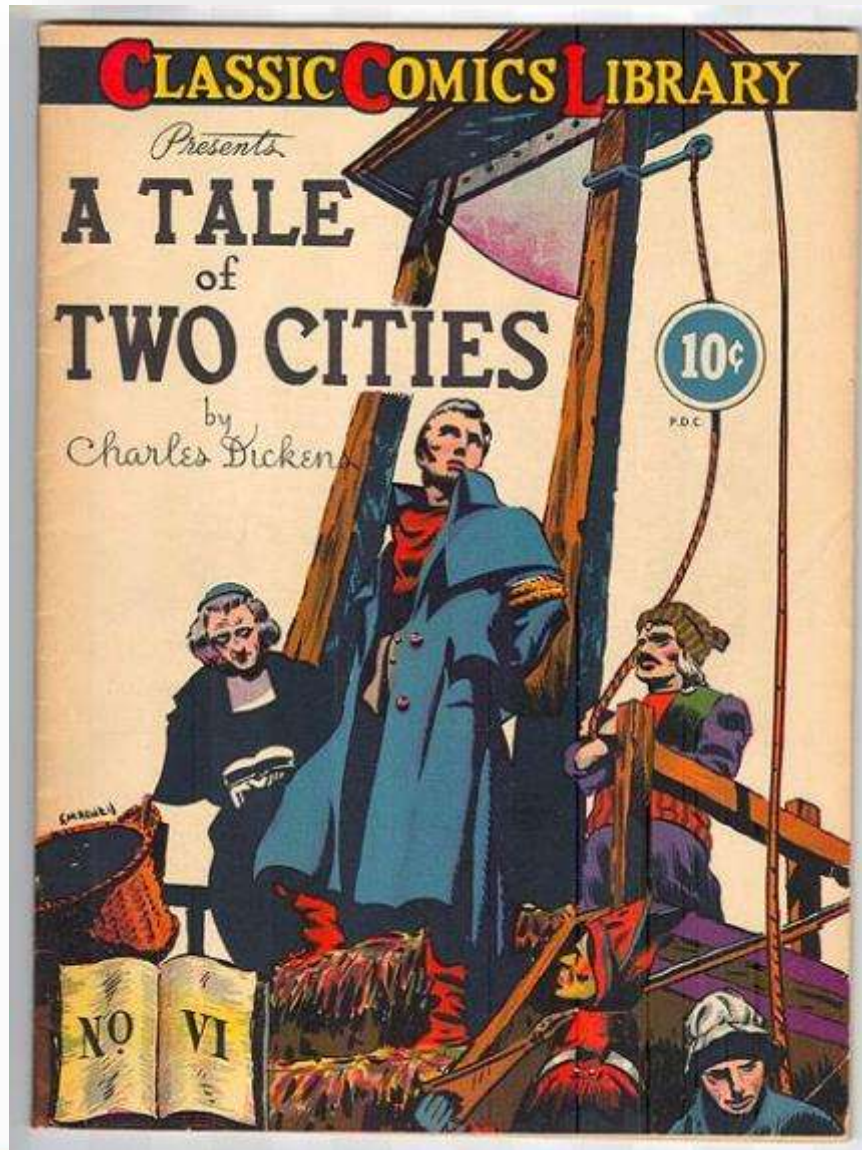


- Webinar in two parts
 - SCLD: How we are building new support for job seekers
 - PCPL: Toolkit for front-line library staff to help job seekers
- Time for questions

✦ Career Development Facilitator Grant

- ALA partnered with the National Career Development Association ([NCDA](#)) to train a cohort to become certified Career Development Facilitators (CDF)
 - Two day training during ALA Chicago
 - 14 weeks of online curriculum
- Grant was awarded with understanding that each representative would share information with state chapter

PCPL and SCLD Started in Different Places



Community Conversations Led to New Priorities

✦ New Strategic Goals:

- Teens and adults will have the resources and opportunities they need to attain meaningful employment.
- Local businesses and non-profits will have the tools they need to develop and maintain successful and viable enterprises.



Partnerships



Training's over. Now what?

- ✦ Didn't know where to start when finished training
- ✦ Few WA libraries doing career development



Did What Librarians Do

✦ RESEARCH

- Reviewed needs in Spokane County
- Met with Spokane Area Workforce Development Council
 - Interested in ways to support their work
 - Where was there additional need?



Millennials!



Barker School to Life Transition Program (Central Valley School District)



Barker students gaining work experience at Food For Thought, Spokane Valley Partners' food bank.
Kathy Plonka photo, The Spokesman-Review

- 11 students
- Four-week class
 - Resume Writing
 - Cover Letters
 - Job Interview Skills
- All students completed with a thumb drive loaded with their resume, cover letter, and references

Plan B, C, D and E and Beyond

- ✦ Had to be extremely flexible and dramatically change from one week to the next


- ✦ Cut it to 4 weeks and narrowed the focus
 - Identifying Interests and Skills
 - Master Resumes
 - Cover Letters
 - Soft Skills and Interviews

Session 1: Identify Interests and Skills

✦ Objectives: Students will

- Understand how to use [MyNextMove.org](https://mynextmove.org) and [O*Net](https://www.o*net.org)
- Define transferable skills and explain why they matter for resumes
- Begin identifying personal skills

Holland Party Game / O*NET

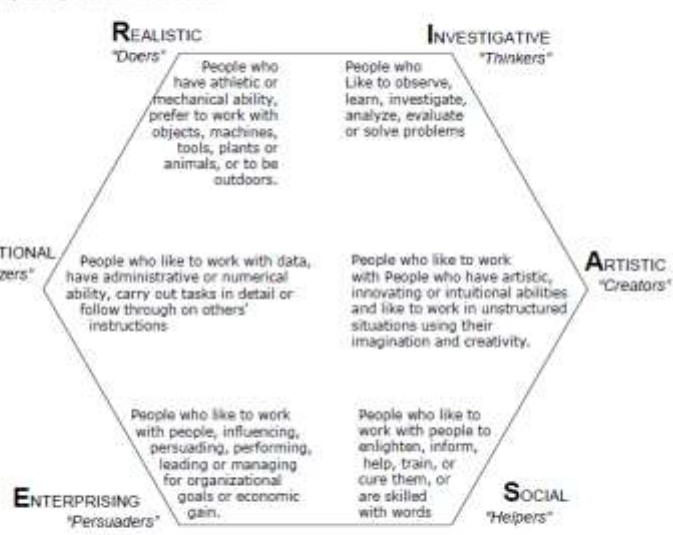


Planning Your Future:
"The Party Game"

CAREER CENTER
careercenter.org

This exercise created by Richard Bolles is based on Dr. John Holland's theory that people and work environments can be loosely classified into six different groups. Different peoples' personalities may find different environments more to their liking. While you may have some interests in and similarities to several of the six groups, you may be attracted primarily to two or three of the areas. These two or three letters are your Holland Code.


Imagine walking into a room in which the six groups of people below are already interacting. Read the descriptions of each group and list the group you would be drawn to first, then your second choice, and finally your third choice. These represent your 3 letter Holland Code.



Circle the words or group of words from each group that appeals to you.

Write about when in the past you have used this word or group of words. Provide as much detail as you can recall. Include the situation, specific actions, and results you got from your past experience.

Project forward and write about how you would like to use these words or group of words in the future. Again, provide as much detail as you can. Include the situation, specific actions, and results you imagine for the future.



 © Career Center • careercenter.org • career counseling • job training • job • graduate school • for business through NDS & others •

If you were at a party with these six groups of people...

Which group would you want to join first?

Write the group's letter here: _____

If that group left, which group would be your **second** choice?

Write the group's letter here: _____

If that group left, which group would be your **third** choice?

Write the group's letter here: _____

Next: Go to the O*Net Interest Search Webpage, and enter your three group letters, **in order!**
Click **GO**

1. Choose one of the occupations from the list, and click on its title.
 2. Skim through the Summary Report: Does this job sound interesting?
 3. If not, check the Related Occupations at the bottom of the page, and try again!
 4. When you've got an occupation that might be interesting to you, answer these questions:
-

I read the Summary Report for the following occupation:

List three things you like about this job:

Session 2: Framing and Writing a Resume

✦ Objectives: Students will

- Understand “master resume” and “targeted resume”
- Identify keywords from job description
- Complete a resume

Resume Worksheet

***Resume Template. Tips and suggestions are highlighted.**

Name

Address

Phone Number | Email Address

***SUMMARY OF QUALIFICATIONS**

State why you're the best candidate in one or two sentences.

***SKILLS**

(List of transferable skills, relevant projects, positive personal traits, and specific systems or tasks.)

- Teamwork
- Punctual
- Sorting mail
- Microsoft Word, Excel, and Outlook
- Unloading commercial trucks
- Excellent Customer Service

EXPERIENCE

List relevant work experience including part-time work, babysitting jobs, lawn care gigs, volunteering positions, and service clubs.

<i>Name of Employer or Organization, Title</i>	<i>City, ST</i>	<i>Year-Year</i>
--	-----------------	------------------

Write a few short sentences highlighting the duties, responsibilities and successes.

- List duties, responsibilities and successes in a bulleted list.
- Focus on action words or verbs (coordinated, implemented, developed, led etc.)
- Quantify and use numbers when possible.

Session 3: Cover Letters and Keywords

✦ Objectives: Students will

- Understand purpose of and best practices for a cover letter
- How to use keywords from job description in cover letters
- Complete a cover letter

Cover Letter Worksheet

Cover Letter for a Super Hero

Job Title: Superman

Job Description: Will perform incredible acts of heroism for the protection and safety of the world's population. Be ever vigilant for evil and eradicate it at the core. Use super abilities for the betterment of mankind. Do all this while maintaining an alternate identity.

Requirements: Faster than a speeding bullet, able to leap tall buildings in a single bound, more powerful than a locomotive, X-Ray vision, and capable of flying at supersonic speeds.

Dear Mr. Pasthero:

My ability to run faster than a speeding bullet and incredible strength combined with my concern for the safety and welfare of the earth's population make me well qualified for the position of Superman.

While working for Acme Construction one of the projects to which I was assigned was to straighten the Tower of Pisa. During the process of straightening the Tower multiple cables broke and it began to lean. Using my speed and super strength I was able to move quickly enough to catch the Tower before it hit the ground and push it to an upright position. Another example was during my training at Super Hero University. One of the group projects assigned was a situation in which a bridge was collapsing and the team needed to get vehicles off the bridge before they could hit the water. My contribution to the project was rescuing 20 vehicles from the bridge, primarily larger vehicles such as loaded semis and delivery trucks.

My concern for people's welfare has been demonstrated throughout my adult life. Most recently, while vacationing in the Carolinas, a Class 4 hurricane was approaching the coast so rapidly that residents had no time to evacuate. With hundreds of thousands of lives and millions of dollars of property at risk, I quickly moved to stop the impending destruction. Using my "super breath" I blew directly into the hurricane, quickly back to the Atlantic Ocean where it quickly dissipated. On a smaller scale, I am daily concerned for people's lives to save them from situations such as accidental falls from great heights, pedestrians being hit by oncoming cars or rescuing people from harm inflicted upon them by evil people.

I look forward to the opportunity to discuss in more detail how my speed, strength and concern for the benefit of Heroes - R - Us.

Sincerely,

***Cover Letter Work Sheet. Tips and suggestions are highlighted.**

Name
Address
Phone Number | Email Address

Date

All information contained in the address section should be the same as it is listed in the job posting.

Contact Name
Title
Employer Name
Address
City, State, Zip

Dear [Contact Name—Use a person's name whenever possible]:

Paragraph one: Sell yourself! State 2 or 3 of your qualifications for the job and identify the position you are interested in. Identify the job—by job number or title and place you saw the ad.

My [skill 1] and [skill 2] combined with [skill 3] make me well qualified for the position of [name the job title] that was advertised [].

Paragraph two and three: Highlight your skills and experiences and provide examples that demonstrate you understand the job/industry/work. Use action words (verbs) and keywords from the job description.

The best example of my [skill 1] would be [describe what you did and where]. While at [the setting where you demonstrated skill 1], I [describe something that demonstrates the skill or skills].

Paragraph three, if needed: Same guidelines as paragraph two.

Session 4: Soft Skills and Interviews

✦ Objectives: Students will

- Review expectations for an interview
- Discuss and practice appropriate behavior and attire for an interview
- Practice question/answers for interview

Let's Play Appropriate or Not!



What is next for SCLD?

✦ Staff Training

- Overview for Public Services Staff and Managers
- More in-depth training for select staff

✦ Book a Librarian

- One-on-one appointments

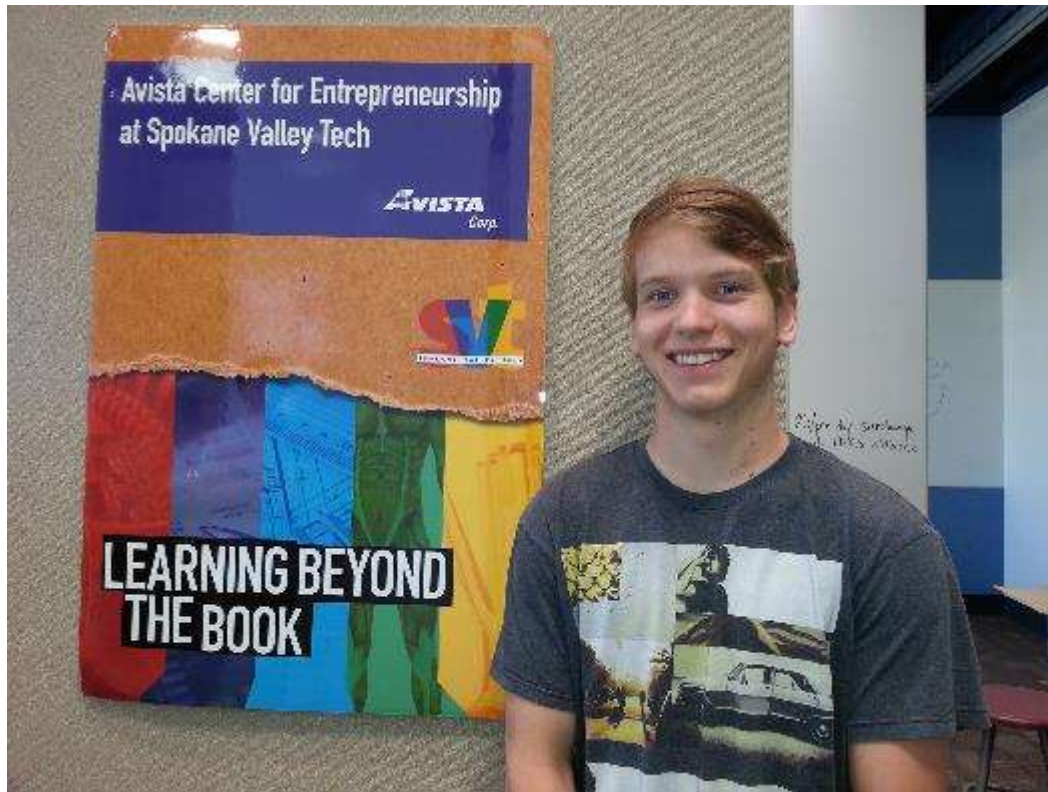
✦ Share information at WLA Conference

✦ Partner with Barker High School and others

- Job Club
- Repeat workshops

Create New Opportunities

Peachy Kleen Video



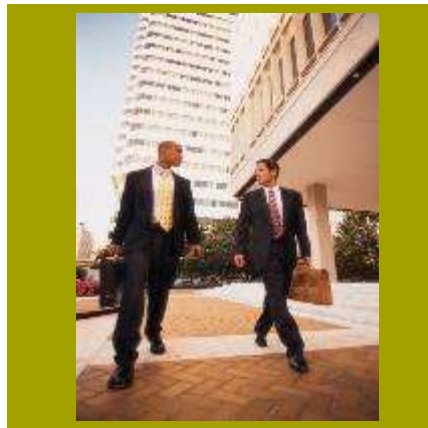
Business and Entrepreneurship Program Senior Project

Goals:

- Create a business education video
- Present one topic clearly, but keep the video under 4 minutes
- Feature a local small business to illustrate the topic being covered

Questions?





No Job Seeker Left Behind: Job Help Tool Kit for Your Library

Michelle Simon, Program Coordinator
Business and Career Development Services



+ Introduction

- PCPL and Job Help
- How Job Help Impacts the Library
- Where Does Your Library Fit?
- But I Need Help With.....
- Toolkit for Library Staff
- Sometimes We Need Help
- Questions?





PCPL and Job Help

- 27 Branch Libraries, 1 Bookmobile, and 3 Bookbikes
 - 9,184 square miles: Almost the size of New Hampshire
 - Over 1 Million residents (63% over age 25)
 - Includes Urban (Tucson), Suburban (Oro Valley, Green Valley) and Rural areas
- Career Development Services Include:
 - Drop-in Assistance
 - Structured Computer Classes
 - Self-directed Technology and Tools
 - Self-Employment Initiatives
 - Adult Basic Education
 - English Language Acquisition
 - Citizenship Classes





How Job Help Impacts the Library



- IMLS and the Bill & Melinda Gates Foundation fund a University of Washington study: Opportunity for All: How the American Public Benefits from Internet Access at U.S. Libraries
- The study highlighted how our customers use library technology:
 - Health
 - Education
 - Employment
 - 68% completed online applications
 - 76% searched for employment opportunities
 - 46% worked on their résumés

<http://www.imls.gov/assets/1/AssetManager/OpportunityForAll.pdf>

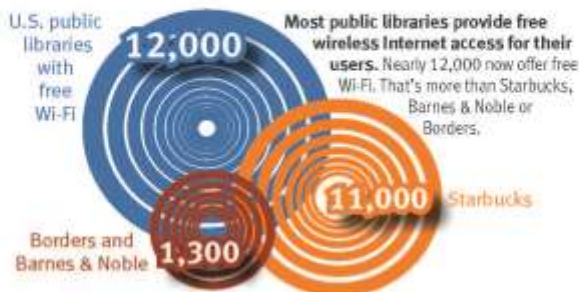
How libraries stack up: 2010

In America, we go to libraries to find jobs, create new careers and help grow our small businesses. We borrow books, journals, music and movies. We learn to use the latest technology. We get the tools and information needed to reenter the workforce. We get our questions answered, engage in civic activities, meet with friends and co-workers and improve our skills at one of the 16,600 U.S. public libraries. Every day, our public libraries deliver millions of dollars in resources and support that meet the critical needs of our communities.



Here are a few of the ways that our public libraries stack up.

Hot spots



Taking care of business



It's in our wallets

Library cards are about as prevalent as credit cards. Two-thirds of Americans have a library card. For many young people, the first card in their wallet is a library card.



Getting technical



More libraries—5,400—offer technology training classes than there are computer training businesses in the U.S. Every day, 14,700 people attend free library computer classes—a retail value of \$2.2 million. That's \$629 million worth of computer classes annually (based on 286 business days per year).

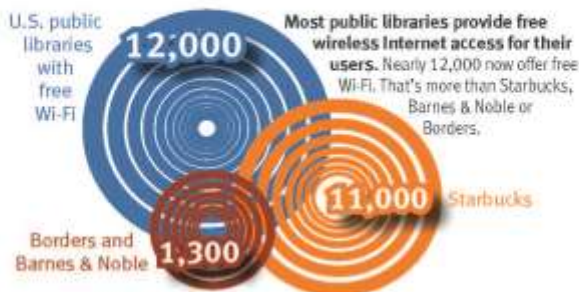
Sources: ALA, 2010, "Libraries Connect Communities 3: Public Library Funding & Technology Access Study, 2008-2009"; ReferenceUSA Business and Absentee Directory; OCLC, 2010, primary research; www.pewlib.org

How libraries stack up: 2010

In America, we go to libraries to find jobs, create new careers and help grow our small businesses. We borrow books, journals, music and movies. We learn to use the latest technology. We get the tools and information needed to reenter the workforce. We get our questions answered, engage in civic activities, meet with friends and co-workers and improve our skills at one of the 16,600 U.S. public libraries. Every day, our public libraries deliver millions of dollars in resources and support that meet the critical needs of our communities.



Hot spots



Taking care of business



It's in our wallets

Library cards are about as prevalent as credit cards. Two-thirds of Americans have a library card. For many young people, the first card in their wallet is a library card.



Getting technical



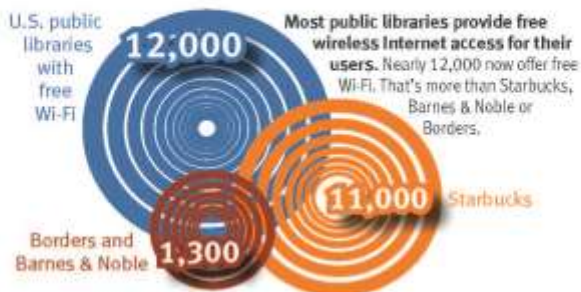
More libraries—5,400—offer technology training classes than there are computer training businesses in the U.S. Every day, 14,700 people attend free library computer classes—a retail value of \$2.2 million. That's \$629 million worth of computer classes annually (based on 286 business days per year).

How libraries stack up: 2010

In America, we go to libraries to find jobs, create new careers and help grow our small businesses. We borrow books, journals, music and movies. We learn to use the latest technology. We get the tools and information needed to reenter the workforce. We get our questions answered, engage in civic activities, meet with friends and co-workers and improve our skills at one of the 16,600 U.S. public libraries. Every day, our public libraries deliver millions of dollars in resources and support that meet the critical needs of our communities.



Hot spots



Taking care of business



It's in our wallets

Library cards are about as prevalent as credit cards. Two-thirds of Americans have a library card. For many young people, the first card in their wallet is a library card.



Getting technical



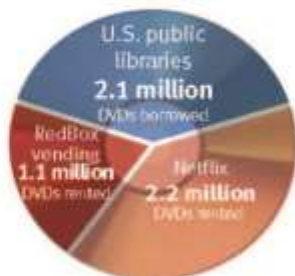
More libraries—5,400—offer technology training classes than there are computer training businesses in the U.S. Every day, 14,700 people attend free library computer classes—a retail value of \$2.2 million. That's \$629 million worth of computer classes annually (based on 286 business days per year).



How libraries stack up: 2010

Libraries are at the heart of our communities—a resource for people of any age to find what we need to help improve our quality of life.

Movie night



Every day, Americans borrow **2.1 million** DVDs from libraries, and we spend over \$22 million for DVD rentals at outlets like Netflix and RedBox vending machines.

Sources: OCLC, 2010, primary research; www.netflix.com/how/where/sitemap; *Stross, Randall, "When the Price Is Right, the Future Can Wait," New York Times, July 12, 2009; McElroy, Sarah, "Online Surpassed DVD Sales in 2009," Wall Street Journal online, January 4, 2010.*

Let's meet

More public libraries offer free meeting rooms than there are conference centers, convention facilities and auditoriums combined. Every day, 225,000 people use library meeting rooms at a retail value of \$11 million. That's \$3.2 billion annually (based on 286 business days per year).



Sources: OCLC, 2010, primary research; www.ocr.gov Audited and Residential Directory

Career assistance when we need it most



Americans turn to libraries when searching for new jobs. Both public libraries and One-stop Career Centers provide career counseling resources, resumé assistance and help in filling out online applications.

Sources: ALA, 2010, "9 Filled Stars Brewing"; U.S. Department of Labor, www.onestoponline.org/

No ticket required



Every year, Americans visit the library more often than we go to the movies and six times more often than we attend live sporting events (includes professional and NCAA football, baseball, basketball and hockey).

Sources: ILLS, 2007, www.illsl.org; U.S. Department of Commerce, www.census.gov; www.ncaa.org

On the move



U.S. public libraries circulate as many materials every day as FedEx ships packages worldwide. We enjoy \$82 million of value every day from the materials we check out at libraries.

Sources: ILLS, 2007, www.illsl.org; FedEx, www.fedex.com



OCLC is a nonprofit library cooperative. For more information see: www.oclc.org/reports/stackup/.

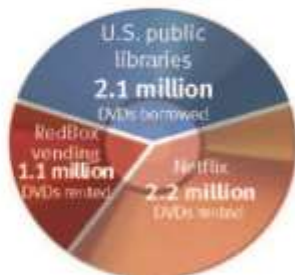
Numbers from OCLC's primary research are estimates. OCLC conducted primary research in January 2010 by mailing librarians via a post on various e-mail lists to answer a questionnaire gauging the use of their public libraries for job-seeking, small business support, meeting room usage and other activities. 719 librarians from 23 states participated.



How libraries stack up: 2010

Libraries are at the heart of our communities—a resource for people of any age to find what we need to help improve our quality of life.

Movie night



Every day, Americans borrow **2.1 million** DVDs from libraries, and we spend over \$22 million for DVD rentals at outlets like Netflix and RedBox vending machines.

Sources: OCLC, 2010, primary research; www.netflix.com/howitworks; Stross, Randall, "When the Price Is Right, the Future Can Wait," *New York Times*, July 12, 2009; McElroy, Sarah, "Online Surpassed DVD Sales in 2009," *Wall Street Journal* online, January 4, 2010.

Let's meet

More public libraries offer free meeting rooms than there are conference centers, convention facilities and auditoriums combined. Every day, 225,000 people use library meeting rooms at a retail value of \$11 million. That's \$3.2 billion annually (based on 286 business days per year).



Sources: OCLC, 2010, primary research; *Public Access* and *Business and Residential Directories*.

Career assistance when we need it most



Americans turn to libraries when searching for new jobs. Both public libraries and One-stop Career Centers provide career counseling, resume writing, job search assistance and help in filling out online applications.

Sources: ALA, 2010, "97 Percent Strong Brokering"; U.S. Department of Labor, www.onestoponline.org/.

No ticket required



Every year, Americans visit the library more often than we go to the movies and six times more often than we attend live sporting events (includes professional and NCAA football, baseball, basketball and hockey).

Sources: ILLS, 2007, *Public Libraries in the United States: Fiscal Year 2007 Statistical Abstracts of the United States*, 2010; www.mpa.org/movies.html for 2009.

On the move



U.S. public libraries circulate as many materials every day as FedEx ships packages worldwide. We enjoy \$82 million of value every day from the materials we check out at libraries.

Sources: ILLS, 2007, *Public Libraries in the United States: Fiscal Year 2007 Statistical Abstracts of the United States*, 2010; http://www.fedex.com/fedexpress/commerce/information/fedex_comparison.



OCLC is a nonprofit library cooperative. For more information see: www.oclc.org/reports/stackup/.

Numbers from OCLC's primary research are estimates. OCLC conducted primary research in January 2010 by mailing librarians via a post on various e-mail lists to answer a questionnaire gauging the use of their public libraries for job-seeking, small business support, meeting room usage and other activities. 719 librarians from 23 states participated.



What Does It All Mean?

What Does It All Mean



What Does It All Mean





What Does It All Mean





What Does It All Mean





vvildt











Where Does Your Library Fit?



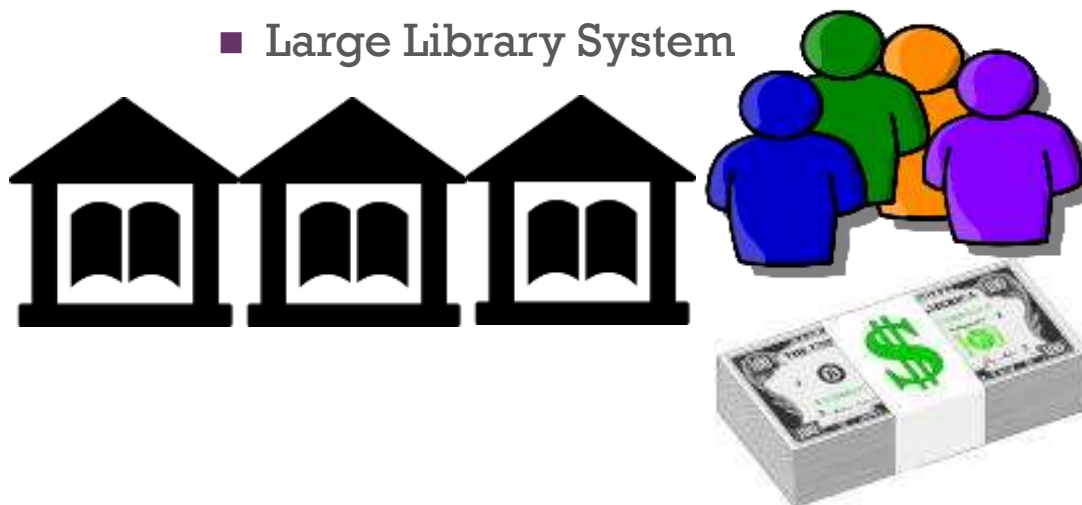
■ Small Library System



■ Medium Library System



■ Large Library System





But I Need Help With.....



■ I need to apply for a job, but...

- I don't know how to use the computer
- I don't have a résumé
- I don't have an email

■ I know you have classes, but...

- I don't have time
- I need help right now
- I only need you to help me for a minute

■ I have my information, but...

- It's on 12 different papers
- It's not in the form of a résumé
- I don't know how to show off my skills

■ I keep applying for jobs, but...

- I need my GED
- I'm not really qualified
- I don't interview well

+ Toolkit for Library Staff

- Sustainable Program for ALL Libraries
 - Considers location, population, and local resources
 - Easy to duplicate for only a small investment
- Use of Technology to Facilitate Training
 - Webinars, Archived Videos, Newsletters
 - Blog Posts, Social Media
- Editable Templates for Your Use
 - Available Electronically
- Listing of Jobseeker Resources
 - Relevant to All Job Seekers
 - Not “Fly by Night”



+ Toolkit for Library Staff



+ Toolkit for Library Staff

JOB LOG

Contact Information		
Name of Contact:		
Title:	Phone:	
Company:		
Address:		
	Client Address	Street #
City:	State:	ZIP Code:

Notes/Comments:

Contact Information		
Name of Contact:		
Title:	Phone:	
Company:		
Address:		
	Client Address	Street #
City:	State:	ZIP Code:

Notes/Comments:

Contact Information		
Name of Contact:		
Title:	Phone:	
Company:		
Address:		
	Client Address	Street #
City:	State:	ZIP Code:

Notes/Comments:



Toolkit for Library Staff



JOB LOG

Name of Contact
Title
Company
Address

City/State

Name of Contact
Title
Company
Address

City/State

Name of Contact
Title
Company
Address

City/State

REFERENCE LOG

Professional Reference

Name of Contact: _____
Address: _____
Street Address: _____ Date: _____
City: _____ State: _____ ZIP Code: _____
Phone: _____ Telephone: _____

Professional Reference

Name of Contact: _____
Address: _____
Street Address: _____ Date: _____
City: _____ State: _____ ZIP Code: _____
Phone: _____ Telephone: _____

Professional Reference

Name of Contact: _____
Address: _____
Street Address: _____ Date: _____
City: _____ State: _____ ZIP Code: _____
Phone: _____ Telephone: _____

Personal Reference

Name of Contact: _____
Address: _____
Street Address: _____ Date: _____
City: _____ State: _____ ZIP Code: _____
Phone: _____ Telephone: _____

Personal Reference

Name of Contact: _____
Address: _____
Street Address: _____ Date: _____
City: _____ State: _____ ZIP Code: _____
Phone: _____ Telephone: _____



Toolkit for Library Staff



JOB LOG

Name of Contact
Title
Company
Address

City/State

Name of Contact
Title
Company
Address

City/State

Name of Contact
Title
Company
Address

City/State

REFERENCE LOG

Name of Contact
Address

State

City

Phone

Name of Contact
Address

State

City

Phone

Name of Contact
Address

State

City

Phone

Name of Contact
Address

State

City

Phone

Name of Contact
Address

State

City

Phone

RESUME WORKSHEET:

FUNCTIONAL FORMAT WORKSHEET:

Name: _____

Address: _____

Phone: _____

E-mail: _____

SUMMARY OF SKILLS AND/OR EXPERIENCE (TRANSFERABLE SKILLS):

Skill/Experience: _____

• _____

• _____

• _____

• _____

Skill/Experience: _____

• _____

• _____

• _____

Skill/Experience: _____

• _____

• _____

• _____

Skill/Experience: _____

• _____

• _____

• _____

• _____

• _____

• _____

• _____

• _____

• _____



146

+ Toolkit for Library Staff

JOB LOG

Name of Contact
Title
Company
Address

City/State/Zip

Name of Contact
Title
Company
Address

City/State/Zip

Name of Contact
Title
Company
Address

City/State/Zip

REFERENCE LOG

Name of Contact
Address

State

City

State

Name of Contact
Address

State

City

State

Name of Contact
Address

State

City

State

Name of Contact
Address

State

City

State

Name of Contact
Address

State

City

State

RESUME WORKSHEET:

FUNCTIONAL FORMAT WORKSHEET

Name

Address

Phone

E-mail

SUMMARY OF SKILLS AND/OR EXPERIENCE (1 LINE)

Skill/Experience:

•

•

•

•

Skill/Experience:

•

•

•

•

Skill/Experience:

•

•

•

•

Skill/Experience:

•

•

•

•

6 Steps to a Great Elevator Speech

Step 1 - Tell us your name . . .

*Good morning, my name is
Tim Tyrell-Smith*

Step 2 - Tell us your positioning statement (4-6 words that uniquely define you in the market)

Skills and Abilities

Honors and Awards

Leadership Activities

The actual interview:

- Be prompt.
- Unless the interviewer uses your name introduce yourself properly.
- Shake hands firmly, but briefly.
- Answer questions directly and truthfully.
- Be courteous, professional, and cooperative.
- Ask questions, and show enthusiasm.
- Thank the person for his/her time.

Questions to expect:

1. Tell me about yourself.
2. Why should I hire you?
3. Why are you interested in this job?
4. What are your greatest strengths? Weaknesses?
5. How has your training/education prepared you for this job?
6. What would your teachers, former employers or references say is your strongest point?
7. Do you understand that you may be subject to a drug test and background check if you are hired?
8. What are your outside interests?

Questions you could ask:

1. Would you describe a typical work day?
2. Can this job lead to other positions with the company?
3. What skills are most important for this position?
4. If hired, would I report directly to you, or someone else?
5. How is this job important to the company or agency?
6. How would I be trained or introduced to this job?
7. When can I expect to hear from you?
8. May I contact you by phone or e-mail?

Follow-up:

- Write a thank you letter within 24 hours of the interview.

Pocket Résumé

This pocket résumé tool helps you prepare for the job interview.

Preparing for the job interview

- Fill in this pocket résumé.
- Review everything you did for this company.
- Think of specific job examples.
- Review your qualifications for the job.
- Be prepared to answer broad questions about yourself.

Appearance

- Dress and clean yourself.
- Approach with a smile.
- Shake hands firmly.

What to take with you

- This pocket résumé.
- Small card or business card.
- Samples of your work.

PIMA COUNTY
PUBLIC LIBRARY

Phone: 520-793-4010
www.pima.gov

Download the worksheet

+ Toolkit for Library Staff

Resources for Job Seekers

Career Exploration, Training, and Transition Resources

<http://www.careerquestion.com/>

<http://www.onetonline.org/>

Practice Online Applications

<http://www.experienceworks.com/#!/Practice?user=career-practice-Online-apples.htm>

<http://www.stratford.lib.ct.us/jcs/architectural/career.htm>

Great Info Help Tutorials and Information

<http://www.skillslearnfree.org/career>

<http://www.jobhunt.org/>

Computer Tutorials

<http://www.skillslearnfree.org/computer>

<http://digitallearn.org/>

<https://www.pblibrary.org/mousing/mausercase.htm>

<http://www.skillslearnfree.org/online/tutorial/learnfree.org>

<http://www.skillslearnfree.org/online/tutorial/learnfree.org>

Videos for Workplace Skills

https://www.dailymotion.com/video/x301154_vcrst-11a

<http://www.howtobuy.com/seo/seo7-2-2015-11-11>

Word Clouds/Tag Clouds for Checking Keywords (Resume vs. Job Description)

www.wordcloud.com/

www.tagcloud.com

www.tagcloud.com



Resources for Library Staff

Understanding Career Exploration, Training, and Transition Resources

<http://www.careerquestion.com/>

<http://www.onetonline.org/>

<http://www.dolara.gov/>

<http://hix.gov/owd>

Online Training about Libraries and Job Help

www.webjunction.org

<http://www.infoplease.org/>

www.workforce2010.org

Best Practices Research for Public Libraries

<http://www.mn.msu.edu/~lbede/nakbestpractices/best/index.html>

<https://www.temecoulterlibraries.org/spotlight/a-community-approach-to-job-recovery>

<https://www.scholarnews.com/news/2017/2/201753-en.html>

<http://www.urbc.org/research/publications/making-it-less-stranger/view/full-report>

Best Practices Research for Job Seekers with Criminal Backgrounds

<http://coloradolibraryjournal.org/content/free/learn-best-practices-serving-former-prisoners-public-libraries>

<https://www.berkeley.edu/assets/uploads/research/pdf/csl.pdf>

<http://www.careerthoughtleaders.com/library/learn-career-connections/54-ps-for-helping-job-seekers-with-criminal-connections/>

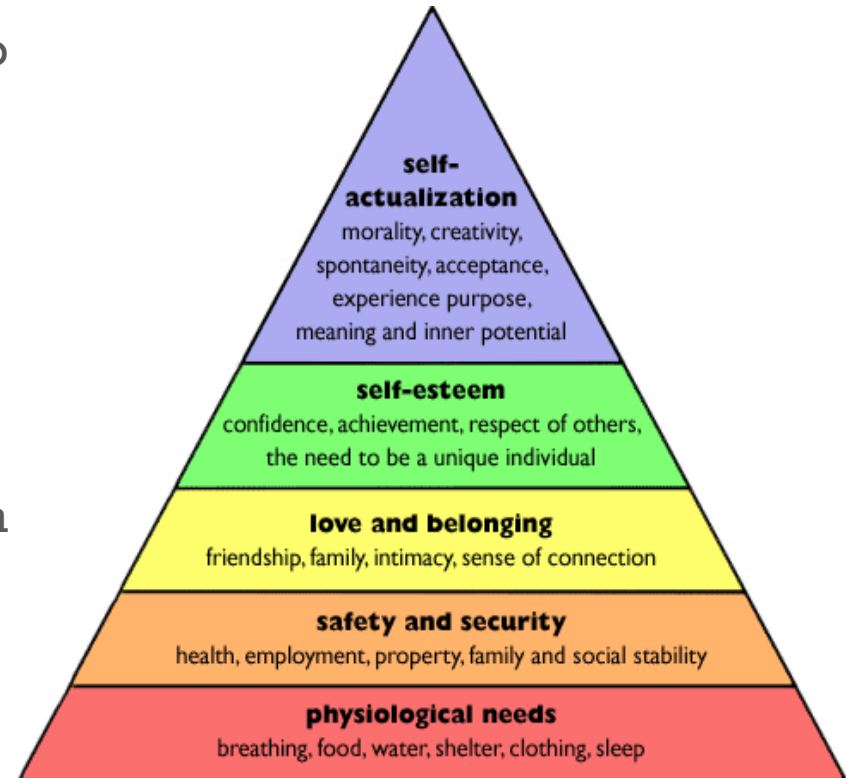




Understanding Our Customers: Sometimes We Need Help



- Maslow's Hierarchy of Needs
 - Few Job Help customers are at the top of the pyramid
 - Most are in the middle or below
 - A well-rounded approach to Job Help involves organizations from all areas
 - Community partners can meet these needs
 - Find out the organizations that help in your area



+ Local Community Partners

■ Partnerships and Collaboration





Questions?