

# Library Responses to Economic Tough Times

1. Please provide the following:				
			Response Percent	Response Count
Name:	<input type="text"/>		100.0%	57
Title:	<input type="text"/>		100.0%	57
State:	<input type="text"/>		100.0%	57
Email Address:	<input type="text"/>		100.0%	57
Phone Number:	<input type="text"/>		100.0%	57
			<i>answered question</i>	57
			<i>skipped question</i>	1

2. Job loss and job search				
	Yes	No	Don't know	Response Count
Filing for unemployment	85.7% (48)	5.4% (3)	8.9% (5)	56
Coping with unemployment	89.1% (49)	1.8% (1)	9.1% (5)	55
Job counseling	69.1% (38)	9.1% (5)	21.8% (12)	55
Small business survival	61.1% (33)	7.4% (4)	31.5% (17)	54
			<i>answered question</i>	56
			<i>skipped question</i>	2

<b>3. Applying for jobs</b>				
	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Response Count</b>
Finding jobs	<b>94.6% (53)</b>	3.6% (2)	1.8% (1)	56
Resume & cover letter writing	<b>96.4% (54)</b>	0.0% (0)	3.6% (2)	56
Filing online application forms	<b>98.1% (53)</b>	0.0% (0)	1.9% (1)	54
Interview skills	<b>61.8% (34)</b>	5.5% (3)	32.7% (18)	55
	<b><i>answered question</i></b>			<b>56</b>
	<b><i>skipped question</i></b>			<b>2</b>

<b>4. Retooling</b>				
	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Response Count</b>
Career development	<b>69.6% (39)</b>	5.4% (3)	25.0% (14)	56
Finding schools or training programs	<b>75.0% (42)</b>	3.6% (2)	21.4% (12)	56
Test preparation	<b>91.1% (51)</b>	3.6% (2)	5.4% (3)	56
Starting a small business	<b>63.6% (35)</b>	7.3% (4)	29.1% (16)	55
	<b><i>answered question</i></b>			<b>56</b>
	<b><i>skipped question</i></b>			<b>2</b>

<b>5. Basic literacy</b>				
	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Response Count</b>
ESL services	<b>51.8% (29)</b>	7.1% (4)	41.1% (23)	56
Basic computer skills	<b>98.1% (53)</b>	0.0% (0)	1.9% (1)	54
	<b><i>answered question</i></b>			<b>56</b>
	<b><i>skipped question</i></b>			<b>2</b>



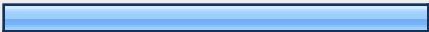
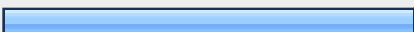
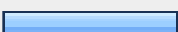


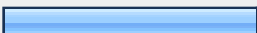
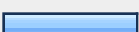
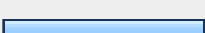
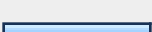
6. What other patron needs have increased in your state as a result of the economic downturn?		Response Count
		40
<i>answered question</i>		<b>40</b>
<i>skipped question</i>		<b>18</b>

7. Please rate the general level of increased demand in the last 12 months for services offered by public libraries in your state.					
	Significant	Moderate	No change	N/A	Response Count
Job related web resources	<b>75.9% (41)</b>	16.7% (9)	3.7% (2)	3.7% (2)	54
Online reference services (chat, text, email, etc.)	22.2% (12)	<b>38.9% (21)</b>	22.2% (12)	16.7% (9)	54
Career centers	<b>38.9% (21)</b>	33.3% (18)	7.4% (4)	20.4% (11)	54
Small business support	20.4% (11)	<b>48.1% (26)</b>	11.1% (6)	20.4% (11)	54
Patron training for job related needs (job searching, resume writing)	<b>74.1% (40)</b>	20.4% (11)	1.9% (1)	3.7% (2)	54
Patron training for basic computer skills	<b>70.4% (38)</b>	25.9% (14)	1.9% (1)	1.9% (1)	54
Meeting rooms used for job fairs, interviews	13.0% (7)	35.2% (19)	9.3% (5)	<b>42.6% (23)</b>	54
Help with unemployment services	<b>55.6% (30)</b>	29.6% (16)	3.7% (2)	11.1% (6)	54
Staff training to meet job-related patron needs	38.9% (21)	<b>46.3% (25)</b>	7.4% (4)	7.4% (4)	54
Describe other public library services that have seen significant or moderate increase:					21
<i>answered question</i>					<b>54</b>
<i>skipped question</i>					<b>4</b>

**8. Please rate the level of increased demand in the last 12 months for services offered by the state library to support public libraries in assisting job seekers.**

	<b>Significant</b>	<b>Moderate</b>	<b>No change</b>	<b>N/A</b>	<b>Response Count</b>
State hosted web resources	<b>33.3% (18)</b>	29.6% (16)	20.4% (11)	16.7% (9)	54
Online reference services (chat, text, email, etc.)	13.0% (7)	24.1% (13)	<b>33.3% (18)</b>	29.6% (16)	54
Face-to-face library staff training or workshop	25.9% (14)	<b>38.9% (21)</b>	16.7% (9)	18.5% (10)	54
Online library staff training or workshop	24.1% (13)	<b>37.0% (20)</b>	24.1% (13)	14.8% (8)	54
Meeting rooms used for job fairs, interviews, etc.	3.7% (2)	18.5% (10)	24.1% (13)	<b>53.7% (29)</b>	54
Partnerships with other agencies	<b>31.5% (17)</b>	<b>31.5% (17)</b>	24.1% (13)	13.0% (7)	54
Describe other state library services that have seen significant or moderate increase:					20
<i>answered question</i>					<b>54</b>
<i>skipped question</i>					<b>4</b>

**9. What agencies have you partnered with to respond to the economic challenges in your state? Check all that apply.**

		Response Percent	Response Count
US government employment/career agencies (e.g., WorkSource)		10.2%	5
Other US government agencies (e.g., Depts of Labor or Education)		24.5%	12
<b>State government employment/career agencies</b>		<b>65.3%</b>	<b>32</b>
Other state government departments (e.g., commerce)		63.3%	31
Local government or non-profit employment/career agencies		26.5%	13
Other local agencies (e.g., social service, health care, police)		22.4%	11
Private career counseling services		4.1%	2
Schools, community colleges or other local academic institutions		38.8%	19
Small Business Administration		20.4%	10
School libraries, university or other academic libraries, special libraries		30.6%	15
Private sector, corporations, companies		22.4%	11
Please share other partnership examples and/or provide further explanation of those indicated above.			25
<b><i>answered question</i></b>			<b>49</b>
<b><i>skipped question</i></b>			<b>9</b>

10. Please describe your agency's top goals in the coming year to support public library responses to job seekers.		
		Response Count
		53
	<i>answered question</i>	53
	<i>skipped question</i>	5

11. Do you have any additional comments on patron needs and library service responses related to the current economic downturn?		
		Response Count
		26
	<i>answered question</i>	26
	<i>skipped question</i>	32