

**Pennsylvania Department of
Education
Office of Commonwealth Libraries**



M. Clare Zales , Commissioner for Libraries

**Susan Pannebaker, Director of Library
Development**



What Pennsylvania did...

- Awarded LSTA grants of \$10,000 to each of eight District Library Centers...
 - to provide Career Center Pa (Tutor.com) to reach job seekers in sixteen of sixty-seven counties with the highest unemployment rate.
 - This one-on-one tutor-type program is available 9 am - 9 pm in 39 participating libraries and remotely with the use of a library card.
 - The Skills Center Resource Library is available 24/7.



Goals

1. Provide immediate relief in the worst case areas of the Commonwealth.
2. Assist reference librarians with one-on-one help for job seekers
 - Applying for jobs
 - Writing resumes
 - Composing cover letters
3. Demonstrate efficacy of this type of service to potential partners - in particular the Department of Labor & Industry - to extend the program statewide.

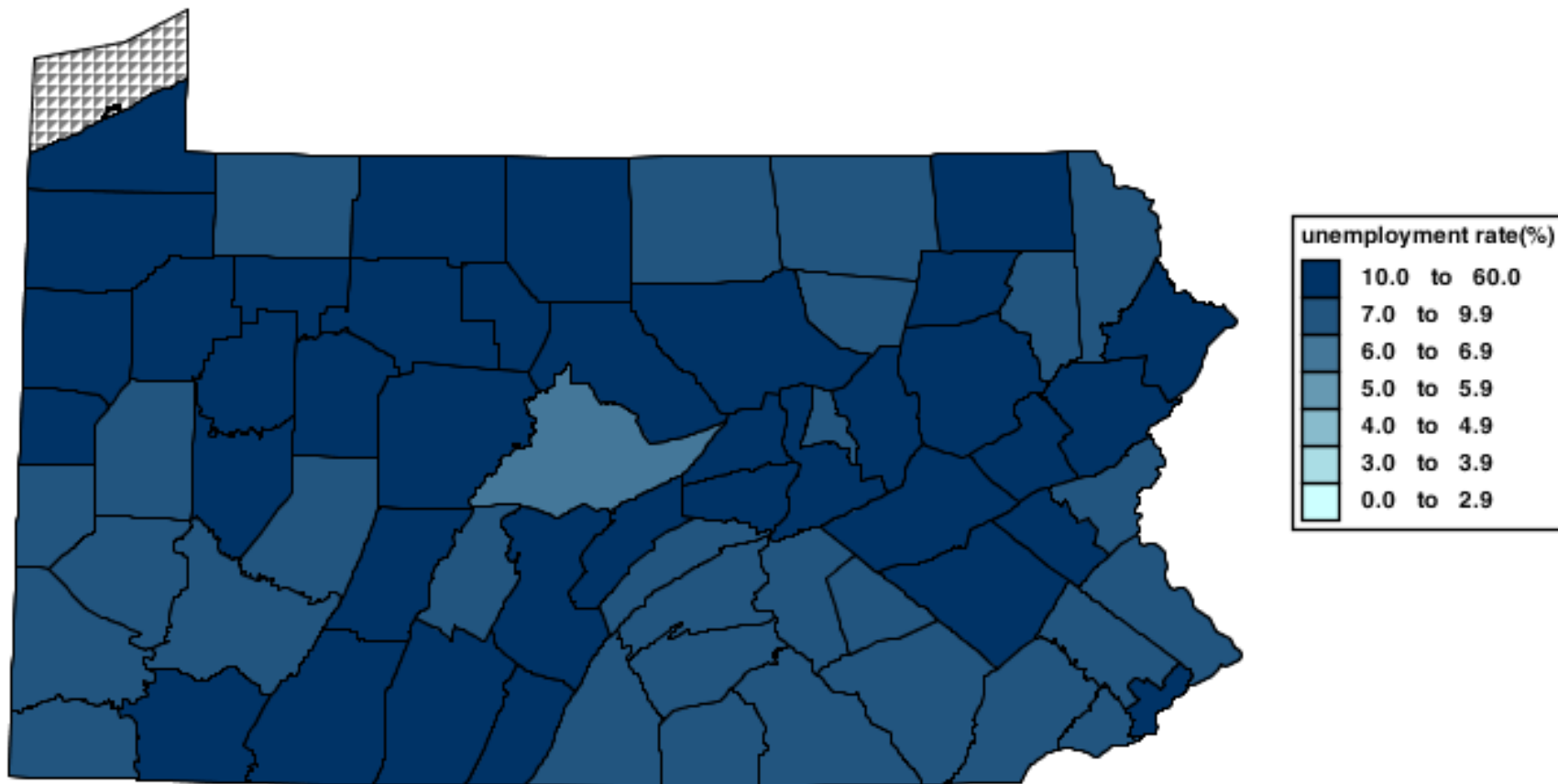


Partners

- Locally, libraries are partnering with chambers of commerce, economic development organizations and many others.
- Statewide the State Library Agency is seeking partnership with our Department of Labor & Industry incorporate their network to reach more job seekers.

Unemployment Rate

Unemployment rates by county, not seasonally adjusted, Pennsylvania March 2010





Project Outcomes

In the first four months of the program...

- Over 50 library staff members were trained on the components of the program
- Job seekers initiated 550+ sessions



Outcomes

- The Skill Center Resource Library was used 4x more than the live one-on-one piece.
- More than half who access the program access it inside the library.
- Most used components
 - access information on resumes
 - cover letters
 - job openings



Customer Comments

“My tutor was very helpful and reassuring of the fears I had pertaining to my resume!”

“Lisa helped a lot. My resume will be stronger and I’m anxious to show it to the tutors one more time after I’ve worked on it further. Thanks!”

“The tutor spent a ton of time going over my resume.”



More customer comments

“I was very stressed out. My resume discouraged me and seemed unmanageable. Donna worked the kinks out with me, pointed out my strengths in a way that made my self worth go up. She made me feel good about myself, and pointed out accomplishments I didn't even recognize as being such. Thank you.”

