

Youth Computer Monitors Project Concept

The Library has a standing program with Pledge-A-Job to provide youth employment. The youth computer monitor component of the Job Help program not only helps the libraries deal with customer queues at the computers, it also helps to employ teens. With the current job market in the area, it's tough for a younger person to get a job as a carry out at a grocery store.

The Library reimburses ONESTOP Pledge-A-Job. Pledge-A-Job handles identification, testing and employability skills training, placement (if needed) job coaching and payroll for the youth. Youth are intermittent employees paid an hourly wage 15 hours a week. The library can also refer youth they like to see in these positions to follow through the Pledge-A-Job process to obtain a library position. Youth who represent as many as 6 languages are helping out on a one-to-one basis at the computers in Libraries.

Youth Computer Monitors Identification Testing and Training: ONESTOP Pledge-a-Job tests candidates to ascertain work readiness, and triages teens that are computer savvy. They offered to train library youth monitor candidates on the WinWay resume builder, encouraging them to build their own resumes so they can help others.

Statement of need:

1) Pima County ONESTOP, a network of federal, state and local agencies that match job seekers with employment is currently overwhelmed with requests from the newly unemployed, at the same time library usage is increasing by residents with computer-based job search needs. These customers use PCPL public access computers but often require in-depth customer service.

2) Pima County youth need job readiness instruction and on-the-job experience to prepare them for success. Youth seeking assistance from the Pima ONESTOP are referred to PCPL in a youth development partnership; they need additional training and employment opportunities.

Project Description: This is a workforce development project and a partnership with the Pima County ONESTOP Center and their Pledge-a-Job program. The Pima County Public Library will train and employ up to 24 youth, ages 16 and up, as Computer Aides to assist customers with their computer-based job search needs.

The youth workers will be recruited, screened, and supervised by the Pima ONESTOP Pledge-a-Job program; and trained in job readiness, direct contact customer service skills, library systems, and job-search skills by PCPL staff in consultation with ONESTOP. Youth will be scheduled to work 15 hours per week at least ten library locations, including some of those libraries with Mobile Career Centers. They will help customers with tasks like resume writing, online job searching, email use, accessing online work websites, and accessing related online employment assistance services.

Librarians will supervise Computer Aides in coordination with Pledge-a-Job supervisors, in the way they currently supervise Pages from the program; PCPL will reimburse Pima One Stop to pay Computer Aides the same rate currently paid to youth Pages in the Pledge-a-Job program, \$9.59 per hour.

**Following is the agenda for the Library portion of the training:
Youth Computer Monitor Orientation**

10 min	Welcome and Introductions - Gina
20 min	Library Overview - John, Margie
30 min	Customer Service – Ingrid, Sandy
15 min	Break
30 min	Customer Service - Ingrid, Sandy
75 min	Library Procedure – John, Margie, Gina, Sandy, Ingrid
	<ul style="list-style-type: none">• Photocopy machine• Reservation Station• Computer Sign-in• Printer Station• Self-Check