



Welcome!

**The webinar will begin at
2:00 Eastern/11:00 Pacific**



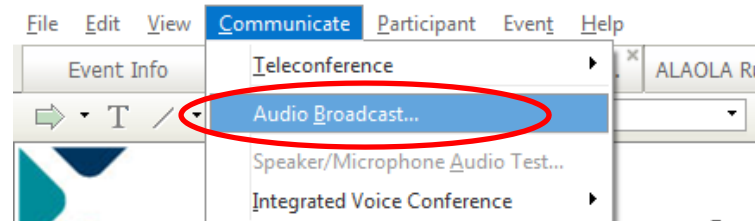
Audio Tips

Today's audio is streaming to your computer's speakers or headphones.

Too loud or soft? Adjust volume level in the Audio broadcast box:



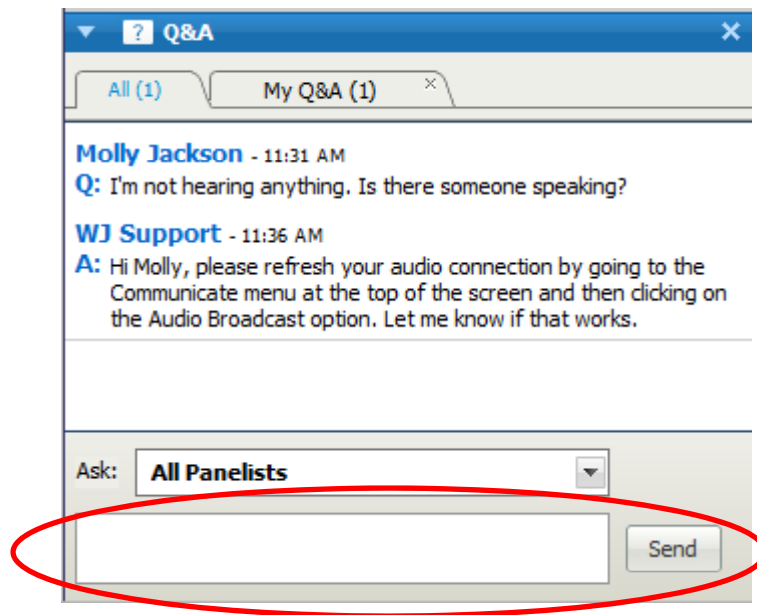
Lost all sound? Hear an echo? Click on the **small radio tower icon** (above chat box) OR go to the **Communicate** menu (at the top of the screen) and select **Audio Broadcast** to refresh your connection.





Need Help?

Please post **technical support questions** into the **Q&A Panel**.



Step 1: Type the problem in the **dialog box**.

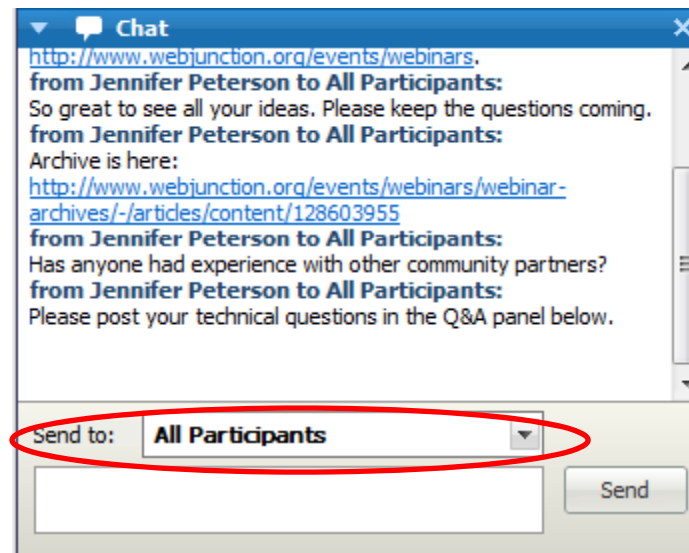
Step 2: Click **Send**.



Chat Etiquette

Use **Chat** to talk with attendees and presenters about the topic.

Do not post technical questions to Chat.



And if you're tweeting, use this hashtag: **#wjwebinar**



Customize your experience

Panels can be opened or closed by clicking on the panel name at the top of the column, or by using the X in the individual panel.

Hover over edge of panels to drag and resize.

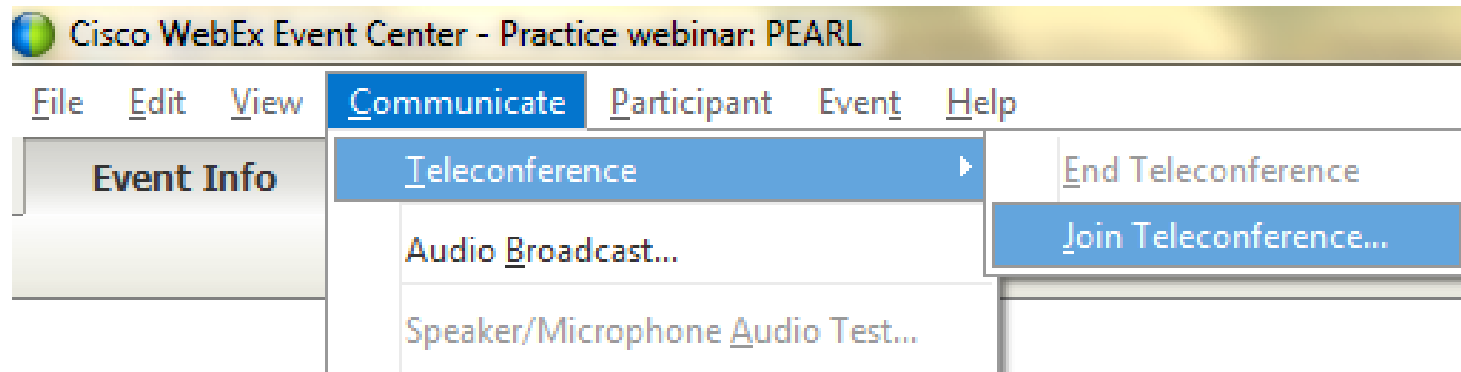


The screenshot displays a webinar interface with two main panels: 'Participants' and 'Chat'. The 'Participants' panel is at the top, showing a list of participants including Jennifer Peterson (Host), Susan Pieper, and Marci Merola. A red circle highlights the close button (X) on the right side of the 'Participants: 4' header. A red arrow points down to this button from above. Below the 'Participants' panel is the 'Chat' panel, which shows a message from 'WJ Support to All Participants' and a 'Send to' dropdown menu set to 'All Participants'. A red arrow points to the right edge of the 'Chat' panel header from the left.



Telephone Access

If you not able to listen via your computer, you may join by phone.



Step 1: At top left corner, select

Communicate > Teleconference >Join Teleconference.

Step 2: Call the toll-free number provided.

Step 3: Enter the **Access Code** provided.



Remember to post to **Q&A panel** if you need technical assistance.

Other Technical problems?

Contact WebEx support


Event Number: 719 418 937

Phone: 1-866-229-3239



Co-Produced by:
Jennifer Peterson
WebJunction
Community Manager

Co-Produced by:



Kathleen Gesinger
WebJunction
Partner Services
Manager



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Thanks to the generous support of the following state library agencies, WebJunction offers webinar programs for free to all who wish to attend:

Florida Department of State's Division of
Library and Information Services

Idaho Commission for Libraries

Illinois State Library

Indiana State Library

Maine State Library

Minnesota State Library Agency & Minitex

Mississippi Library Commission

Montana State Library

State Library of **Ohio**

Access **Pennsylvania**

Texas State Library & Archives Commission

Library of **Virginia**

Washington State Library



And to the **Bill & Melinda Gates Foundation**
for their continued support of WebJunction.



Today's Presenters



Michael Harding
Workforce Analyst,
Employment and
Training Administration,
US Department of Labor



Steve Olson
Regional Director Job
Service Operations
Bureau, Montana Dept.
of Labor & Industry



Aubrey B. Carroll
Information Services
Manager, Florence
County Library System



Serving Job Seekers: Library and Workforce System Partnerships That Work

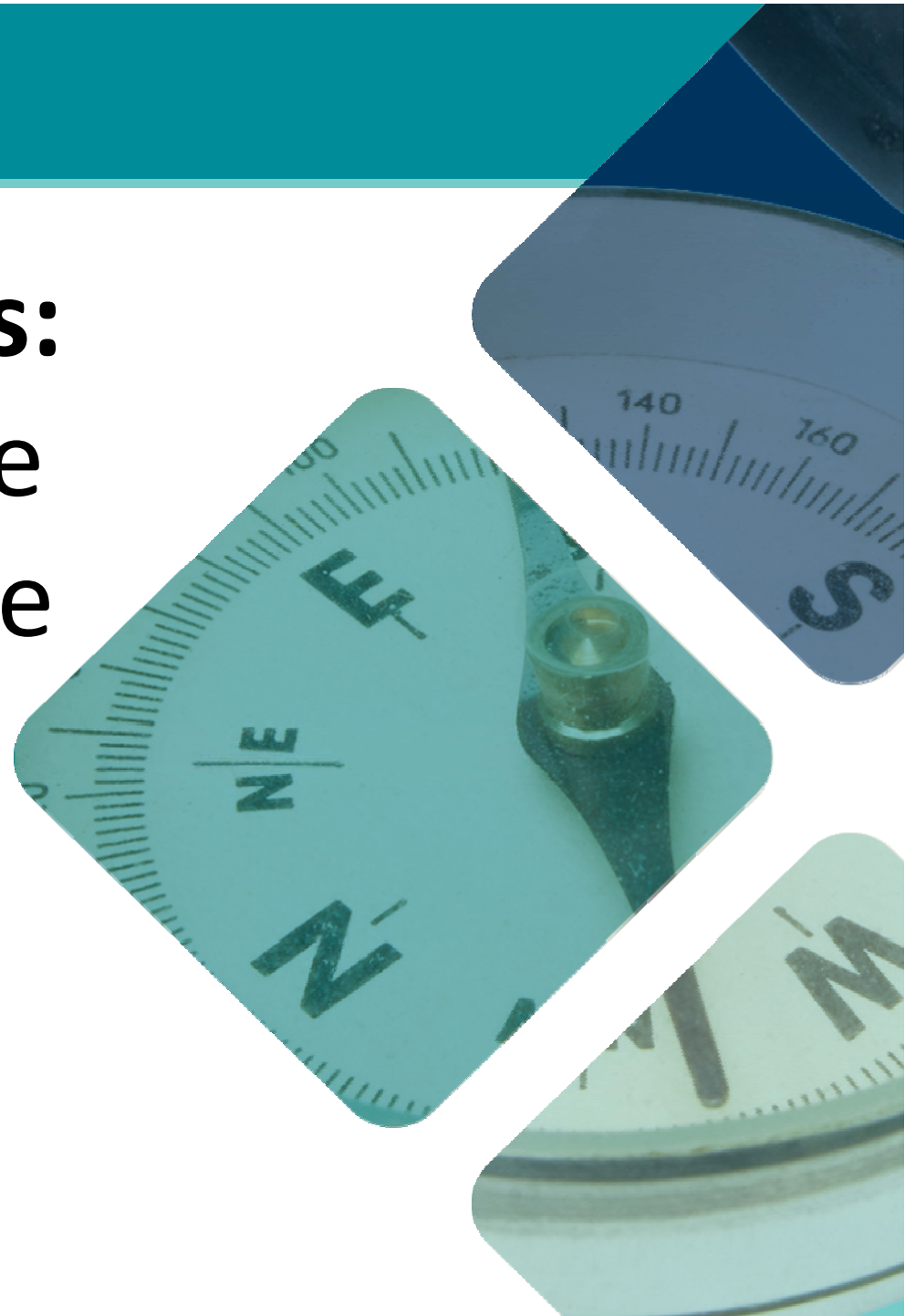
WebJunction Resources – Jennifer Peterson

DOL/ETA Resources – Michael Harding

Workforce Development Perspective – Steve Olson

Library Perspective – Aubrey Carroll

Project Compass: Libraries lead the workforce for the 21st Century





Project Compass

Libraries provide direction in tough times

3-year project:

- Survey of patron needs and library responses
- Summits with state agency staff (4 f2f, 1 online)
- Launch “Workforce Resources” community of practice on WebJunction
- Face-to-face workshops in areas with highest unemployment/highest need
- Other state and regional library conferences
- Online programming and curriculum
- Ongoing resource sharing on WebJunction





Job seekers need more than good fortune.

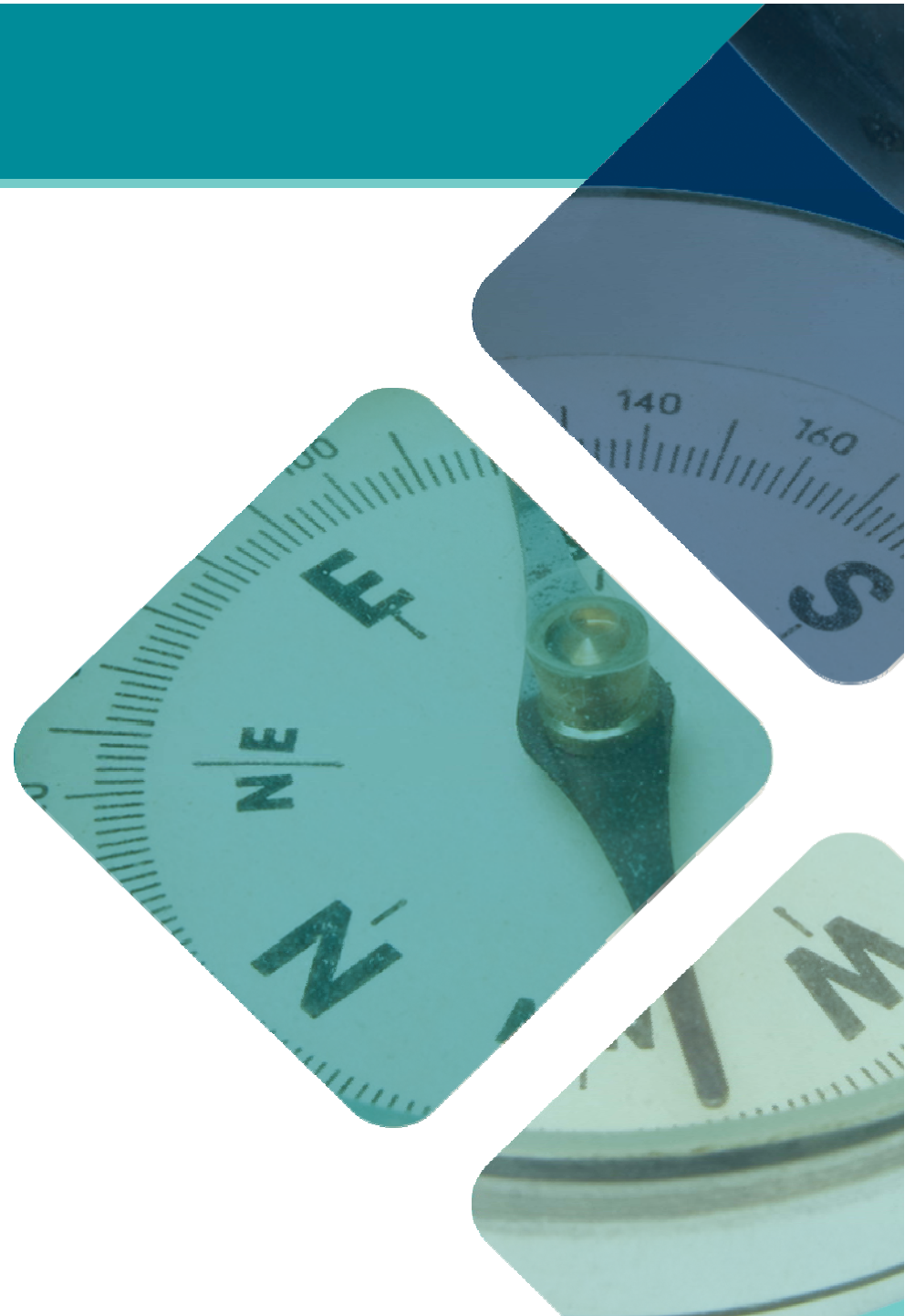


They need you.

“Working together, libraries and the workforce system are making a real difference in communities across the United States. Collaborations at the local and state levels are making it easier for citizens to access the services and resources they need. I am grateful for the excellent leadership of our partners at the Department of Labor on the federal level and to the leaders and many participants in Project Compass for making this project such a success.”

—Susan Hildreth, Director of the IMLS

Workforce Resources on WebJunction





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[Organizational Management](#)
[Partnerships & Collaboration](#)
[Planning & Coordination](#)
[Staff Management](#)

Staff Training

[Competencies](#)
[Create & Deliver Training](#)
[Manage Staff Training](#)
[Personal Growth and Development](#)
[Resources for Learners](#)

Library Service

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Workforce Services

[Overview](#)[Documents](#)[News](#)[Webinars](#)[Materials](#)[See Also](#)

**Job seekers need more
than good fortune.**



They need you.

This section includes resources to help your library provide services and support to job seekers, small business and entrepreneurial start-ups, and the unemployed. Browse the Materials section for resources to create localized staff training session on workforce services in your library or

region. Many of the resources here were collected as part of the IMLS-funded [Project Compass](#), a national initiative to support public libraries' services to the struggling workforce.

See also the [Project Compass Curriculum Workbook and Materials](#).

Most Recently Added



[Keeping Ones Cool in Difficult Times](#)

Last Modified: Document / 28 October 2013

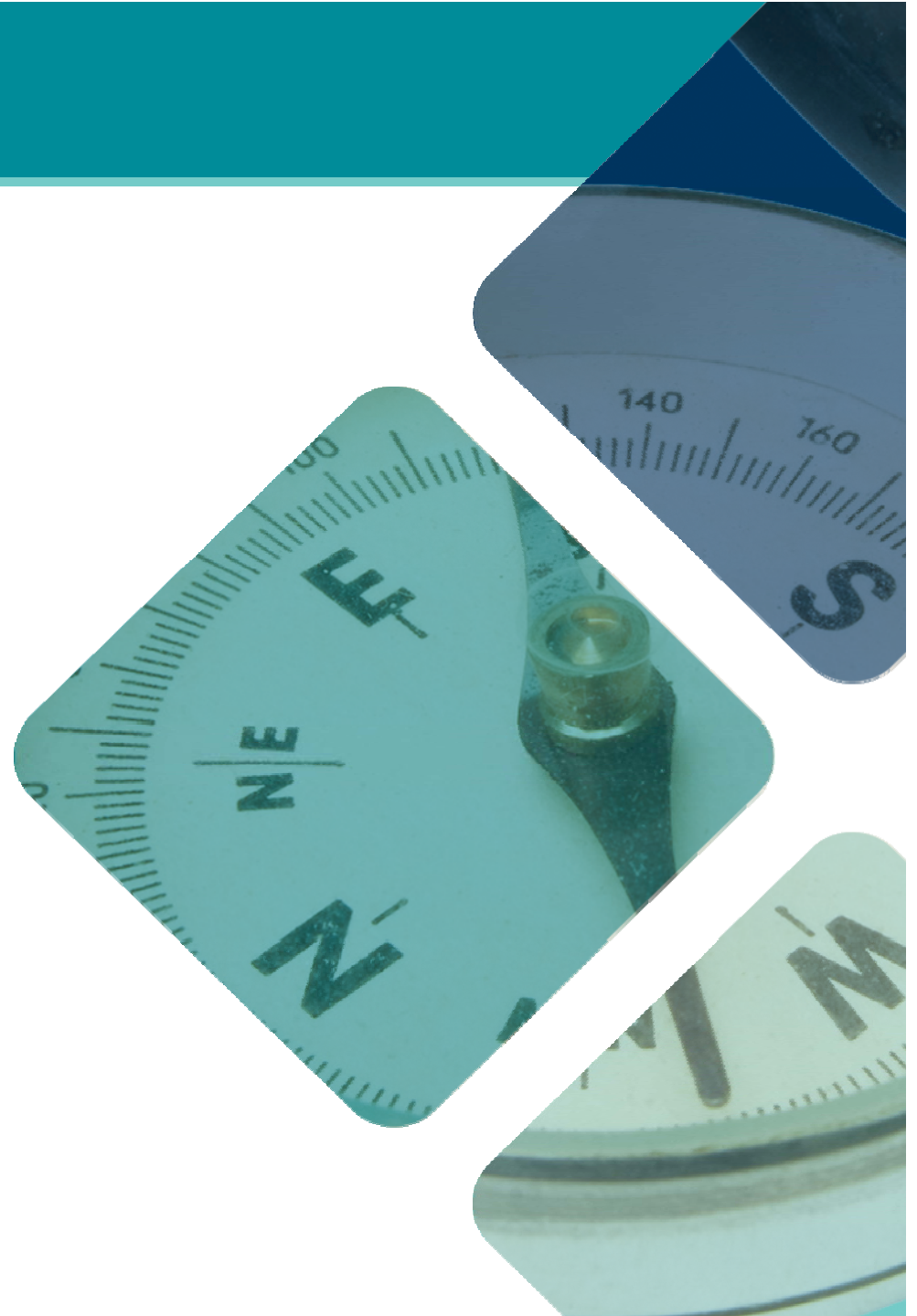
In the fifth in a series of short video presentations, Pat Wagner offers timely advice for reducing stress, especially when working with stressed-out patrons.

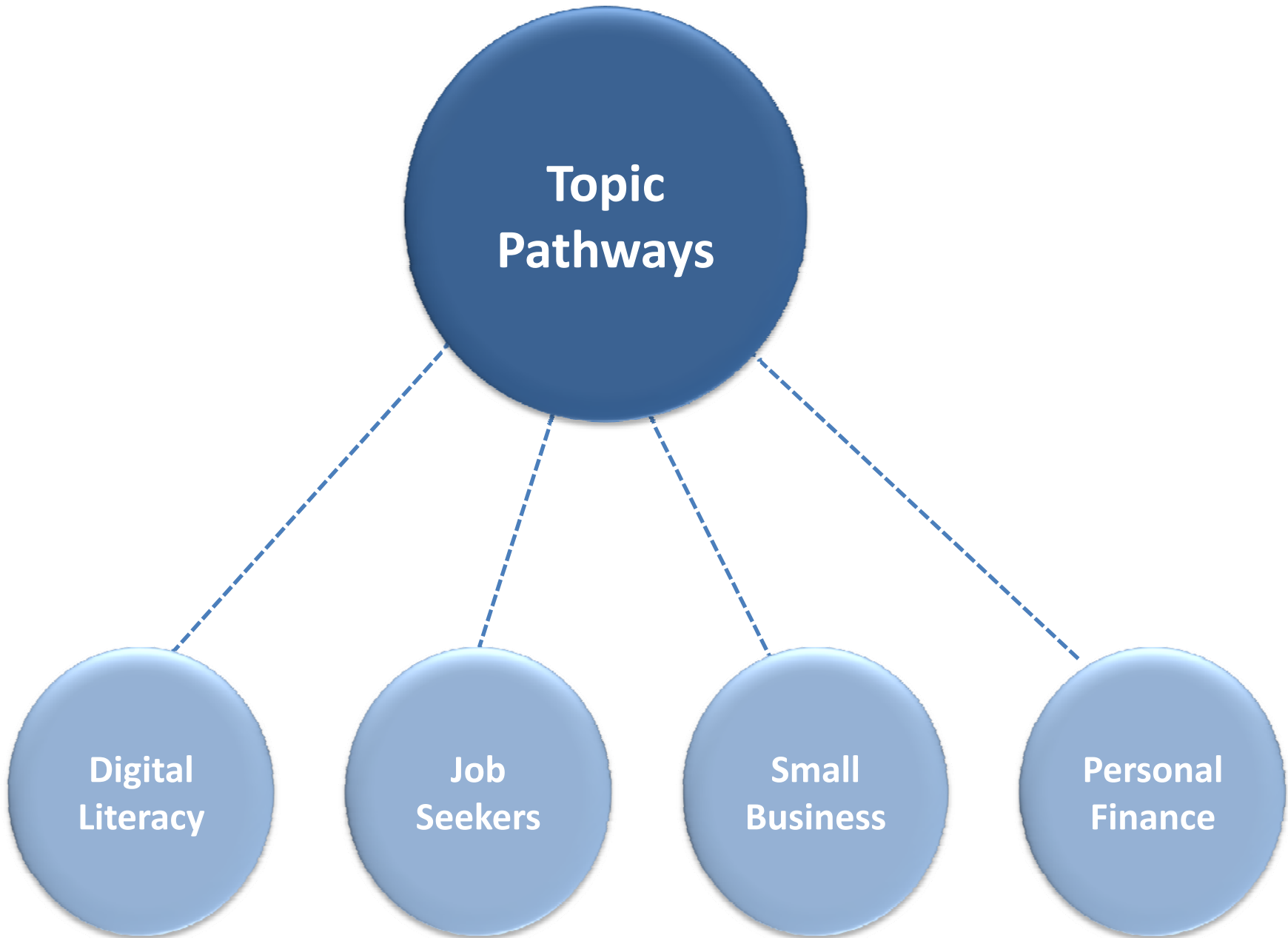
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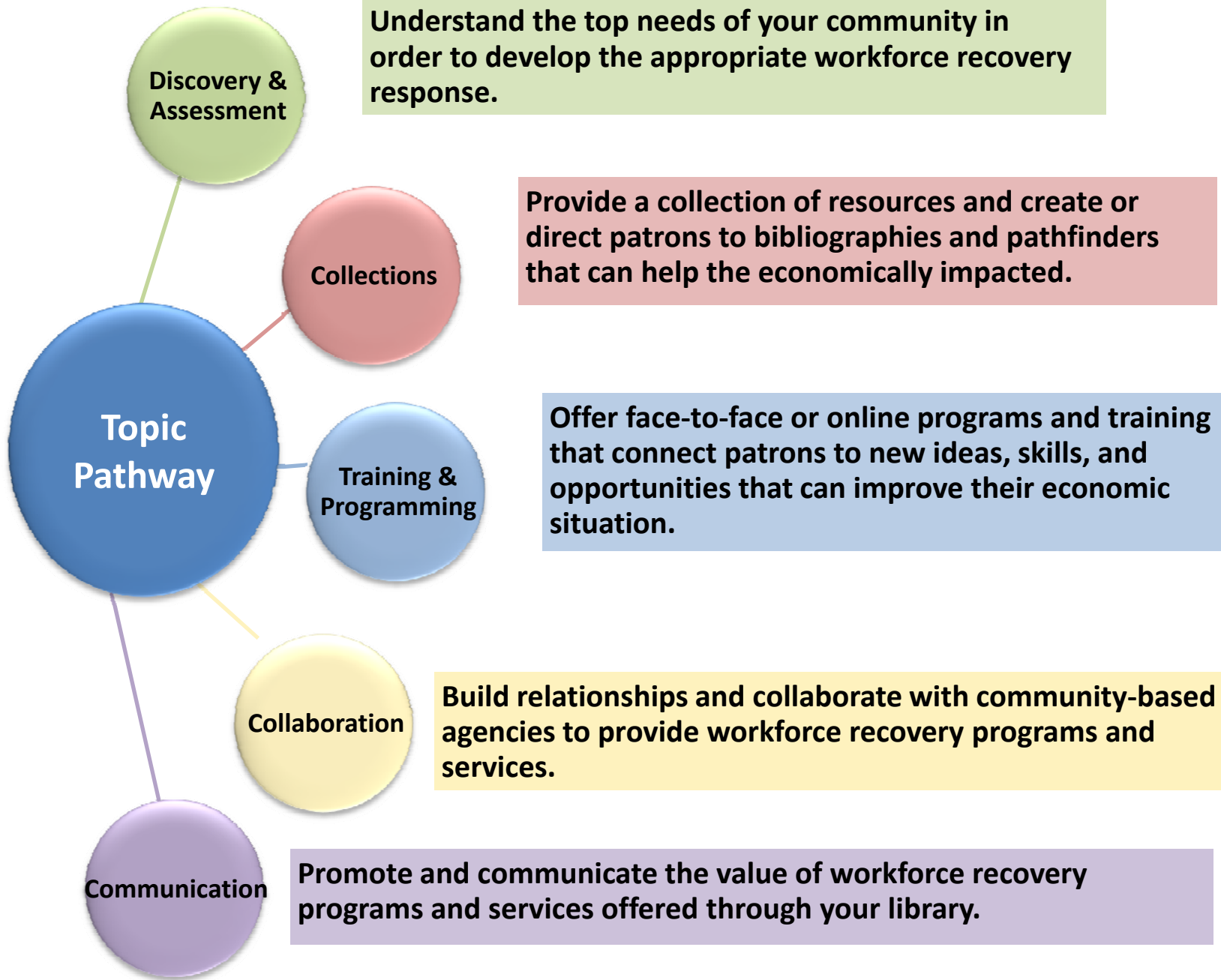
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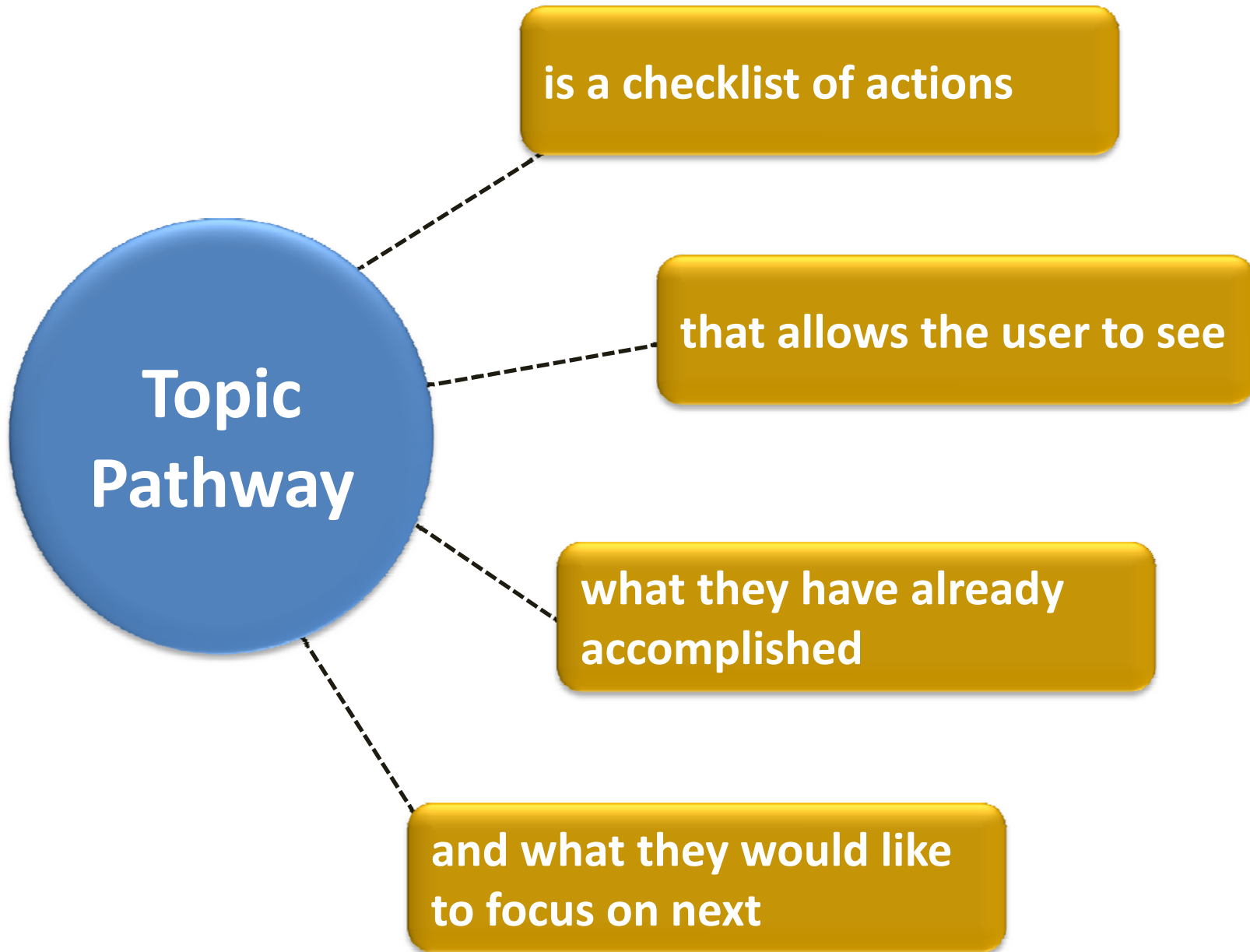
Pathways Explored





21st Century Skills





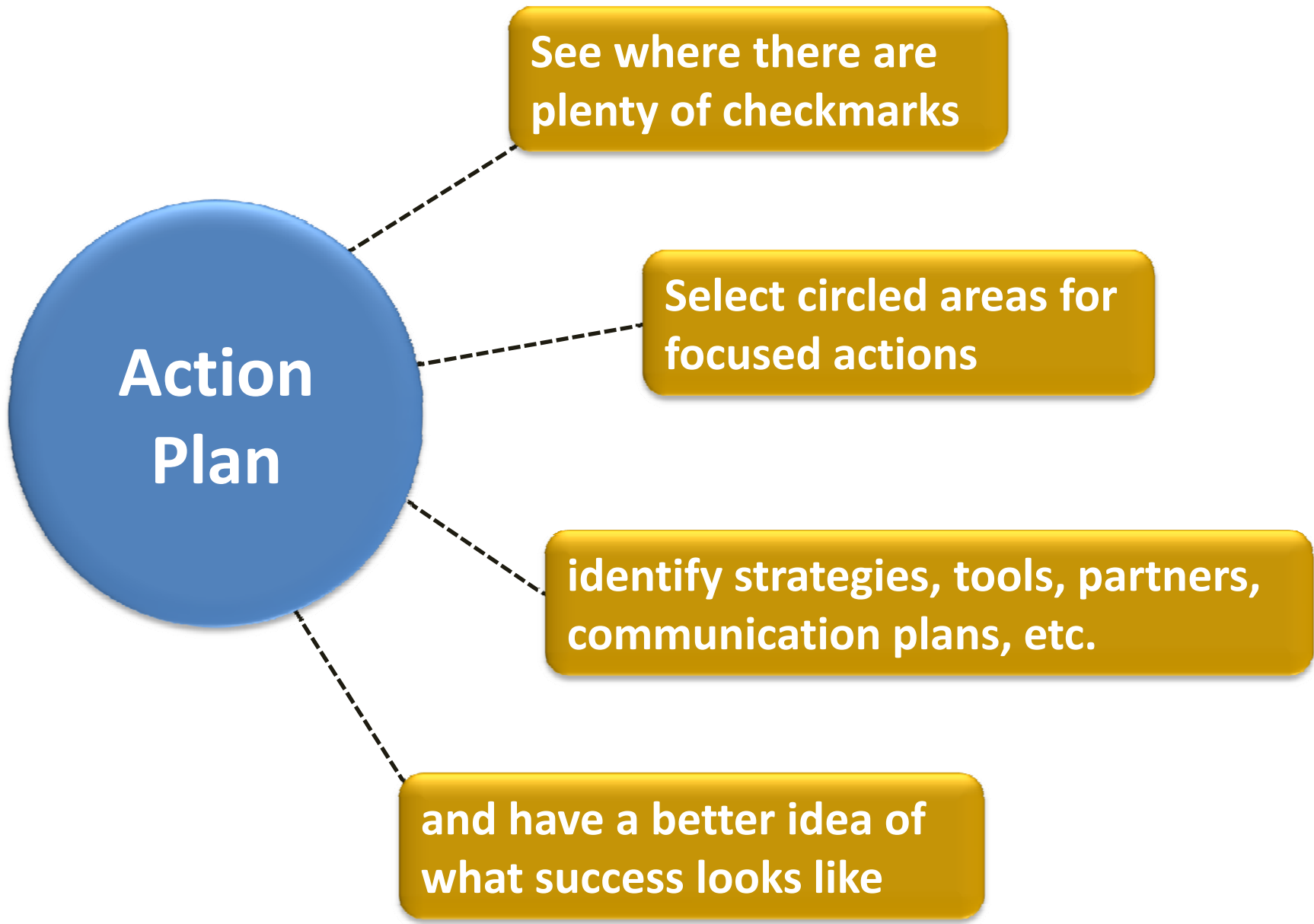
Small Business & Entrepreneurs Pathway

Discovery and Assessment	Resources to help you take action
<p>Focus here to</p> <ul style="list-style-type: none"> The need How libra to workf Local, state or i agencies available to provide support for loc small business 	<p>Consider:</p> <ul style="list-style-type: none"> Are you able to articulate small business needs to potential partners? ⇒ Look at Collaboration Are you able to articulate small business needs to key community stakeholders? ⇒ Look at Communication
<p>What do you know about the needs of the local business community?</p>	
<p><input checked="" type="checkbox"/> I understand how small business contributes to the strength of the local economy.</p>	<ul style="list-style-type: none"> Economic Gardening overview gives a brief summary of economic gardening and the potential role of libraries to support local small business. Growing Local Economies is the website created by a local librarian with expertise in economic gardening.
<p>What can your library do to support local small business?</p>	
<p><input checked="" type="checkbox"/> I know how libraries can support local entrepreneurs and the development of small businesses.</p> <p><input checked="" type="checkbox"/> I know what my library has already done to support local business.</p> <p><input checked="" type="checkbox"/> I can identify at least one way that my library can increase its support.</p> <p><i>Yes but need more</i></p>	<ul style="list-style-type: none"> Read Economic Gardening w/Public Librarians, a blog post about the connection between economic gardening and public libraries. Read 25 Ways Your Library Can Support the Small Business Community. Listen to the webinar archive of How to Make Your Library Entrepreneur-Friendly, webinar #1 in Libraries and Economic Development, which covers basic ideas and strategies.
<p>What local, state or national agencies are available to provide support for local small business?</p>	
<p><input type="checkbox"/> I am able to connect patrons with state and local agencies and organizations that provide support for entrepreneurs and small business.</p>	<p>Start with national agencies that may have local offices:</p> <ul style="list-style-type: none"> U.S Small Business Administration (SBA.gov) has local offices across the country. SCORE is a non-profit organization offering free help and advice. Small Business Development Center (SBDCNet.org) has a local SBDC locator.

Guiding question

Remember to integrate other approaches

Resources for each action



Action Plan: Workforce Renewal at Your Library



Where you are now?

From the action items you circle in the pathways, select your top one to three priorities.

For each priority:

- ▶ On the top line of each section, describe the **Priority Action** (or related cluster of actions).
- ▶ Under **Next Steps**, break the action down into doable steps. Consider all of the components

Priority Action #1			
Next Steps	How? People & Resources	When?	Status



Workforce Resources on WebJunction

- [Workforce Services](#)
- [Project Compass](#)
- [Project Compass Curriculum Workbook](#)
- [Community Partnership and Collaboration Guide](#)
- [Library Partnerships with Workforce Agencies](#)



Mike Harding

Title: Workforce Analyst

Organization: Office of Workforce Investment

Serving Job Seekers: Library and Workforce System Partnerships That Work

Announcing a partnership between the Employment and Training Administration (ETA) and the Institute of Museum and

Library Services (IMLS)

encouraging

collaborations between the workforce investment system and public libraries aimed at improving the quality and quantity of employment and training services to job seekers and unemployed individuals



Serving Job Seekers: Library and Workforce System Partnerships That Work

- Employment and Training Administration

Training and
Employment
Notice 50-09
dated June



29,2009. Encouraging Partnerships between the Workforce Investment System and Public Libraries to Meet Career and Employment Needs

Serving Job Seekers: Library and Workforce System Partnerships That Work

- Partnerships between the nation's public workforce system and the library system can increase the quality and number of access points for individuals to receive needed career information and assistance.



Serving Job Seekers: Library and Workforce System Partnerships That Work

– Blog postings created by ETA - published via WebJunction, over the past several months, on the following topics:

- Businesses and Employers
- Veterans
- Electronic tools in Spanish language
- Mobile enabled electronic tools
- Youth Guide – My Next Move



Serving Job Seekers: Library and Workforce System Partnerships That Work

- Today's Webinar - Innovative partnerships between state and local libraries and their workforce systems can amplify services to meet community employment needs, including the needs of businesses, veterans, Spanish-language speakers and other sectors.



Serving Job Seekers: Library and Workforce System Partnerships That Work



- For the past two years the WIA Youth team in the Salt Lake area has partnered with the downtown Salt Lake City Library to host a leadership conference for WIA youth
- The conference is held at the library and includes workshops about job searching (i.e. how to dress for an interview, resume writing, etc.) as well as other topics relevant to youth such as how to achieve healthy relationships

Serving Job Seekers: Library and Workforce System Partnerships That Work



- Beginning in 2010 a partnership was developed between the Pierce County Library System and Pierce County's Workforce Investment Board
- Bolstered commitment to job seekers and small business by creating Job and Business Centers in six libraries
- The main goal of the Library's participation is to connect people looking for jobs with the most useful electronic resources.

Serving Job Seekers: Library and Workforce System Partnerships That Work

ETA Electronic Tools (new)

- **Mobile Versions of E-Tools:**

- Find an American Job Center (<http://m.careeronestop.org/JobCenterSearch>)
- Find a Job (<http://m.careeronestop.org/JobSearch>)
- Veterans Job Search (<http://m.careeronestop.org/VeteransJobSearch>)
- Salary Finder (<http://m.careeronestop.org/SalaryFinder>)
- Training Finder (<http://m.careeronestop.org/TrainingFinder>)



- **Healthcare Virtual Career Network (www.vcn.org)** Job seekers can:

- Explore healthcare careers,
- Identify education and training programs
- Access online courses
- Get credit for prior learning, and
- Search for local healthcare jobs



Serving Job Seekers: Library and Workforce System Partnerships That Work

ETA Electronic Tools (new)



- **My Next Move for Veterans** (www.MyNextMove.org/VETS)
 - For U.S. veterans making the transition to civilian careers
 - Provides tasks, skills, salary information, job listings, and more for over 900 different careers
 - Veterans can find careers by entering their military occupation code or title
- **Mi Proximo Paso (Spanish version of My Next Move)** (www.miproximopaso.org)
 - Spanish language algorithm for keyword search
 - Free online career interest assessment in Spanish
 - Links to Spanish version of sites on training and workforce information from COS

Serving Job Seekers: Library and Workforce System Partnerships That Work

ETA Electronic Tools (new)

- **Veterans Reemployment Portal on CareerOneStop** (www.CareerOneStop.org/Vets)
 - Assists veterans with employment, training
 - career planning, financial and emotional
 - help after military service
 - Links veterans to local resources
 - Provides a military-to-civilian job search based on military job title or military occupation code
- **Worker Reemployment Portal on CareerOneStop** (www.CareerOneStop.org/Reemployment)
 - assist impacted workers following job loss
 - Connect laid-off workers to needed resources for training, reemployment, career planning, financial and emotional help
 - Includes a job search by location feature



Serving Job Seekers: Library and Workforce System Partnerships That Work



ETA Electronic Tools

- **The Department of Labor's electronic tools are free to the public and:**
 - Assist millions of Americans every month with their employment-related needs
 - Provide solutions for unemployed workers, career counselors, economic developers, educators, parents, students, businesses, workforce professionals, and job seekers
- **America's Service Locator (www.servicelocator.org)**
 - Connects people to local offices providing employment and training services
 - Provides maps and driving directions to the nearest American Job Center
 - Provides unemployment insurance filing assistance
 - Has information on more than 20,000 local resources and offices



Serving Job Seekers: Library and Workforce System Partnerships That Work

ETA Electronic Tools

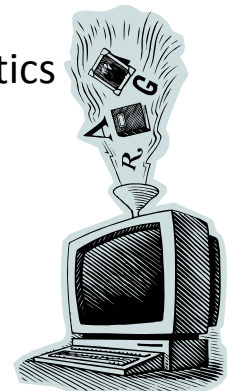
- **CareerOneStop** (www.CareerOneStop.org) includes tools to:
 - Help job seekers explore careers, investigate salary and benefit information, research education and training opportunities
 - Plan a job search and browse job sites
 - Write and improve resumes and cover letters
 - Prepare for a job interview, and search for jobs
- **mySkills myFuture** (www.mySkillsmyFuture.org)
 - Matches a worker's occupational skills and experiences with the skills needed in other occupations
 - Users can get job listings in their local area (i.e. state or zip code) and click directly through to the hiring company's website
 - Designed for use as either a self-help tool or with the assistance of expert advisers



Serving Job Seekers: Library and Workforce System Partnerships That Work

ETA Electronic Tools

- **O*NET Online** (www.onetonline.org)
 - Detailed information on occupational requirements and characteristics
 - Enhance job seekers resumes
 - Enhances businesses job descriptions and HR tasks
 - Supports workers and students in career planning
- **My Next Move** (www.MyNextMove.org)
 - 3 main ways to explore careers: 1) keyword, 2) industry, 3) online O*NET interest assessment
 - Provides an easy-to-read, one-page occupation profile that highlights:
 - Important knowledge, skills, abilities,
 - Technologies used,
 - Simplified salary and outlook information
 - Links to find specific training and employment opportunities.



Serving Job Seekers: Library and Workforce System Partnerships That Work



A Recipe for Success

Recipe: Expanding Services... 

 Ingredients: COMMITMENT PATIENCE
KNOWLEDGE TRUST COMMUNICATION
LEADERSHIP CREATIVITY HUMILITY AWARENESS

 Directions: MIX ALL INGREDIENTS UNTIL
OBJECTIVES ARE CLEAR, THEN ALLOW TO
REST UNTIL NEXT STEPS ARE COMPLETED.
KNEAD MIXTURE AS APPROPRIATE TO ENSURE
FINAL OUTCOME IS ENJOYED BY ALL.

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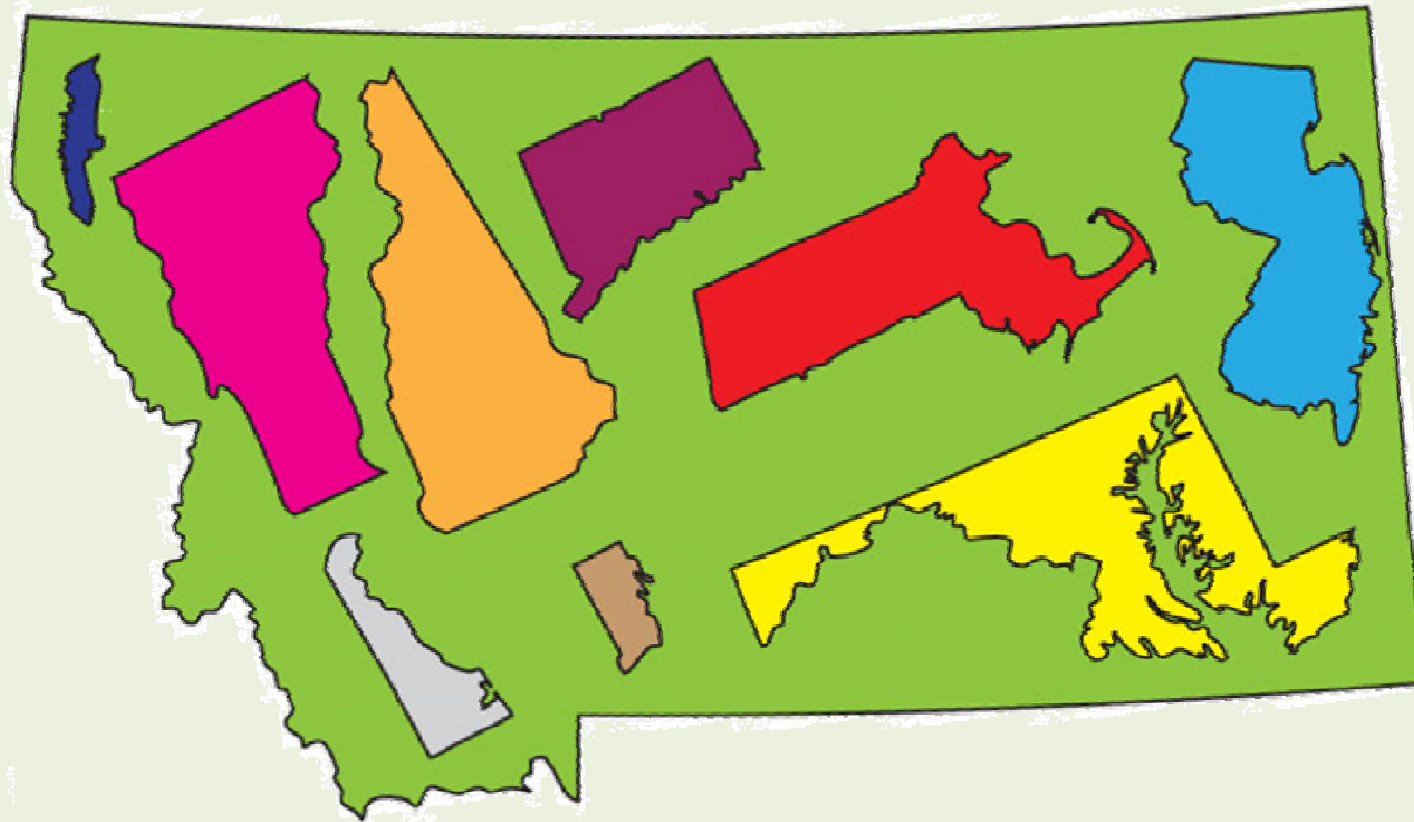
Customers have an Appetite for Services



Barriers to service
exist in many forms

demands

Revenue



Challenges Specific to Montana

Libraries are facing a unique challenge

Maintaining relevance in the Digital age



Challenges

- Service Providers
 - Increased Demand with Decreased Funding
- Customers
 - Limited Access to Services due to Geography
- Libraries
 - Facing Challenges of Relevance

What Is the Solution?

Enter the Broadband Technology Opportunities Program

- Grant funded:
 - United States Department of Commerce
 - Bill and Melinda Gates Foundation
- Proposal
 - Expansion of broadband access in libraries
 - Increased the quality and volume of computers
 - Funded a program coordinator and tech staff



TEAMWORK

- Public Libraries
- Government Agencies
- Private Non- Profits

Why those partners ?

Partnership based in part on:

Library patron research and surveys

Availability of partners to actively participate

Where did you start?

An Initial Vision

What's the destination?

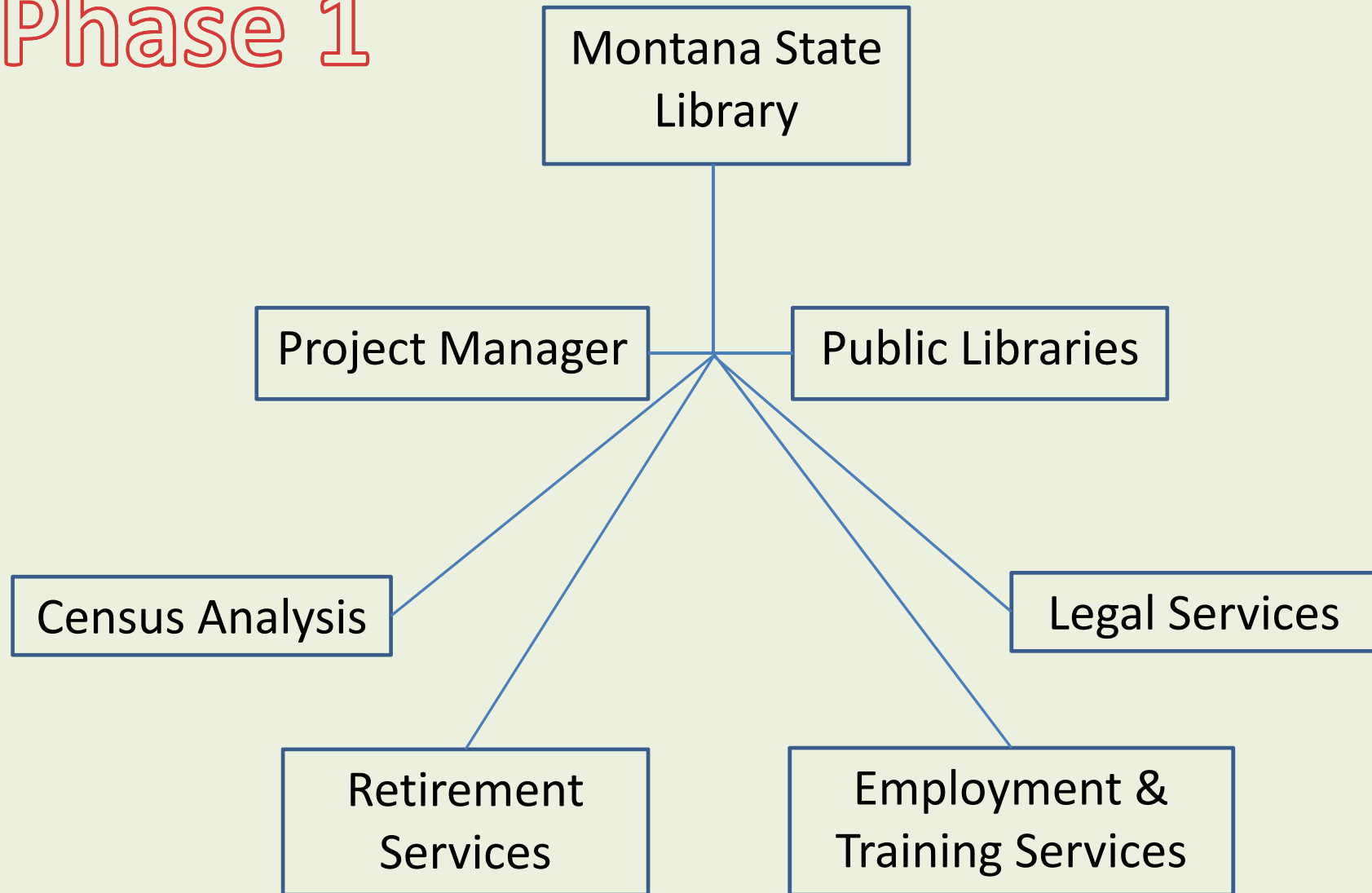
Collective Brainstorming

How will we get there?

Arriving at a clear mutual vision

Each partner is able to consistently describe the intended project outcome and has an initial plan of next steps to achieve the same.

Phase 1



LIBRARY.NEXT

Helping Montanans tame the wild, wild Web.

WHAT'S NEW | INTERNET RESOURCES | SURVEY

Internet Resources

- **Job Resources**
- **Legal Resources and Public Benefits**
- **Educational Resources**
- **Hunting, Fishing, and Recreational Resources and Maps**
- **Popular Databases and Census Data**
- **Web Browsers and Instant Messengers**
- **Photo Storage and Sharing**
- **Social Networking**
- **Photo Editing**
- **On-line Bookmarking**
- **On-line Book Clubs**
- **Web Design**

Montana State Library does not necessarily endorse the listed resources or products.

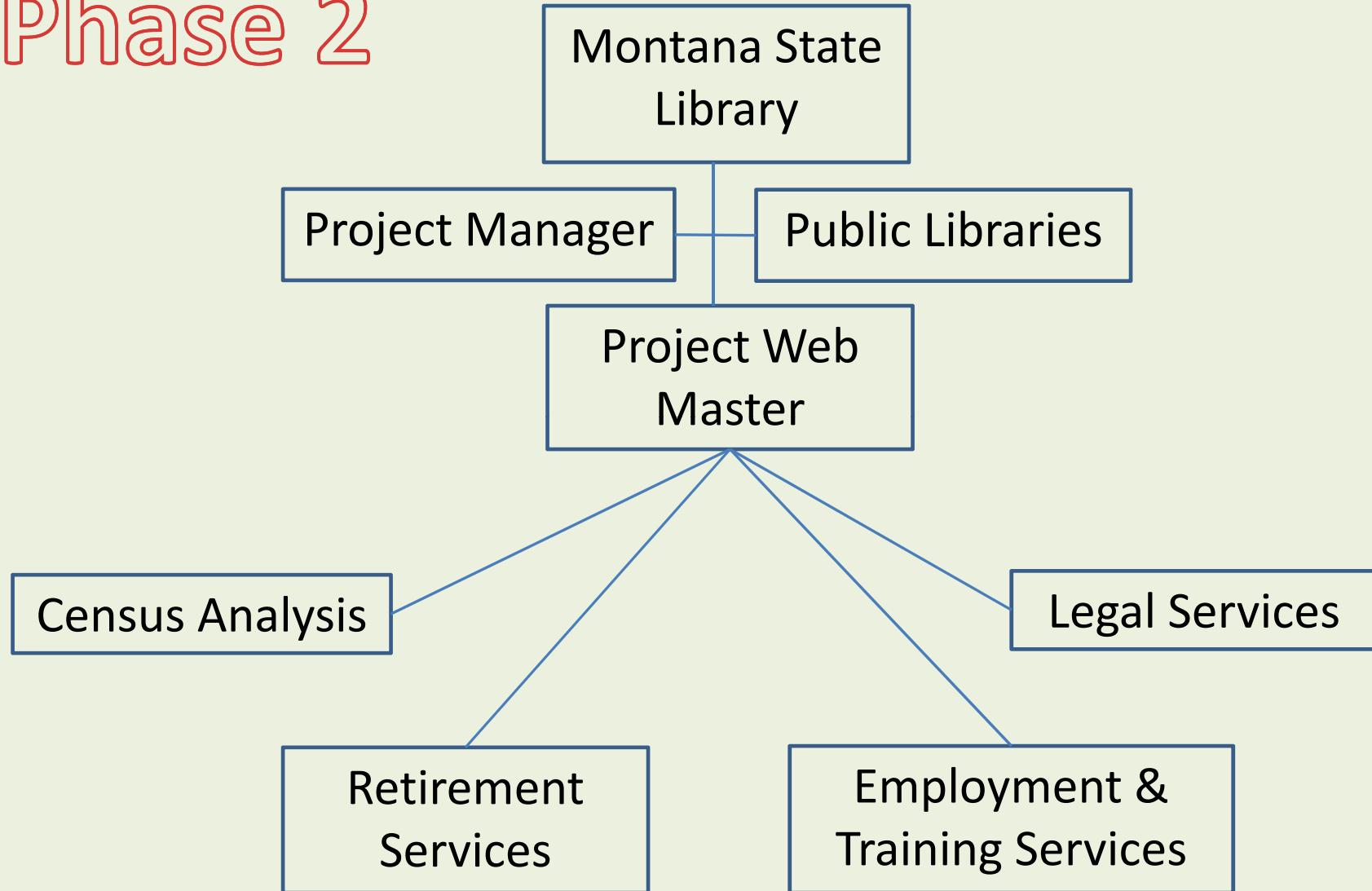


Get legal forms
and documents
with a click.

MontanaLawHelp.org
Live help available

<http://www.mtlibrarynext.org>

Phase 2



Nationwide Webinars

- Job Search -How to Stand Out in a Crowd!
- Using Social Media in your Job Search
- Job Application Essentials
- Resume Basics
- Interviewing Skills
- Cover Letters

<http://www.webjunction.org/documents/montana/MTdocument2.html>



Montana Department of
LABOR & INDUSTRY
Workforce Services Division
americanjobcenter



Sidney Job Service



Certified One-Stop Center

Today is October 17, 2013

Live Help
ONLINE
Chat with a Job Service Rep Now

- Find us on Facebook!
- RSS Twitter Email
- WiFi in Lobby

Affordable Care Act

Local Buzz

Employers

Job Seekers

Information

Community Links

Contact Us

Business Hours

Location Map

Site Directory



EMPLOYERS

- Post a Job Opening
- Find a Job Seeker
- Business & Employer Tools
- Wage & Hour Resources
- Employment Posters
- MT Employers' Council

**Registered Employer Sign in
for jobs.mt.gov**

Username:

Password:

Forgot Username
Forgot Password

Sign In

New Employer?

Register for Services

JOB SEEKERS

- View Sidney Area Jobs
- Search All Jobs
- Job Seeker Tools
- Employment Applications
- Training & Education
- Veteran's Resource Guide

**Registered Job Seeker Sign in
for jobs.mt.gov**

Username:

Password:

Forgot Username
Forgot Password

Sign In

New Job Seeker?

Register for Services

INFORMATION

- Local Announcements
- Veteran Guide Website
- Surviving a Layoff
- Labor Market Data
- Reference Guides
- Apprenticeship & Training
- Jobs for Montana Graduates
- Unemployment Insurance
- Workforce Investment Act

Google™ Custom Search

Search

[Search MT.gov](#)

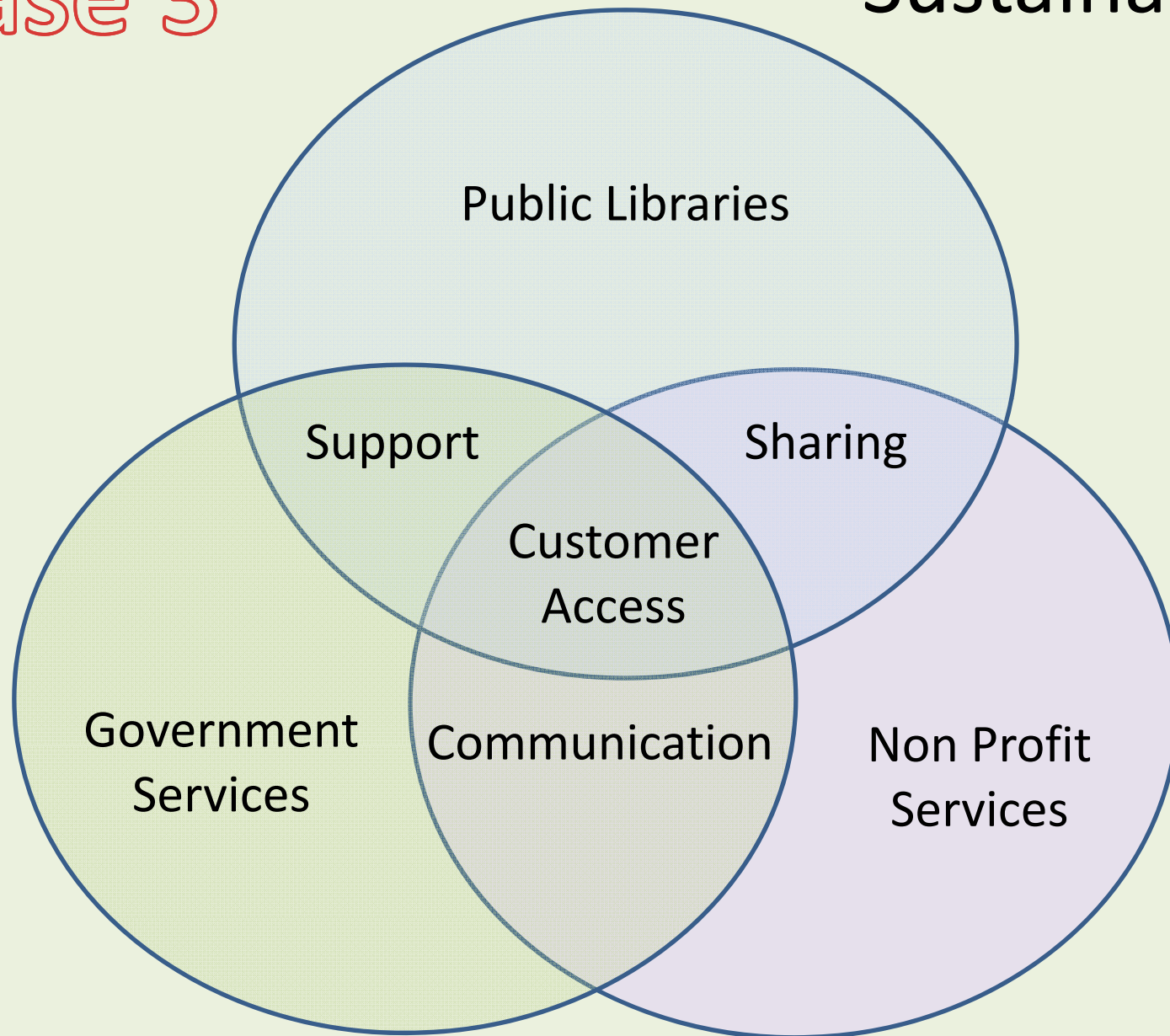
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Fax Number (406) 433-7453
E-mail: SidneyJS@mt.gov



HOURS
Monday 10:00 A.M.-5:00 P.M.
Tuesday - Friday
8:00 A.M.-5:00 P.M.
Closed Saturday, Sunday, and for
standard state holidays

Phase 3

Sustainability



“A journey of a thousand miles begins with a single step”

Laozi, Chinese philosopher

How do we get started?

- Find common goals
- Find common challenges
- Be open to non-traditional partners
- Overcome skepticism with successful pilots

Questions?

IMAGE CREDITS

Recipe Card - http://vol25.typepad.com/photos/ttv_prints/recipe-card.jpg3
Hungry Baby - <http://www.amusingtime.com/images/03/hungry-baby-picture.jpg>
Animal Team - <http://www.amusingtime.com/images/25/funny-animals-teamwork.jpg>
Tablet Books - <http://www.digitaltrends.com/wp-content/uploads/2011/09/tablet-e-book-library.jpg>



Job Resources @ Your



Library System Overview

Library System Statistics:

6 Locations throughout the county

585,000 Annual visits

70,000 Cardholders

320,000 Items borrowed annually

55,000 job searches conducted



Florence County Statistics:

Population: 136,885 (2010)

Income: 18% Below Poverty Line (2006-10)

Race: 55% White , 42% African-American, 2% Hispanic

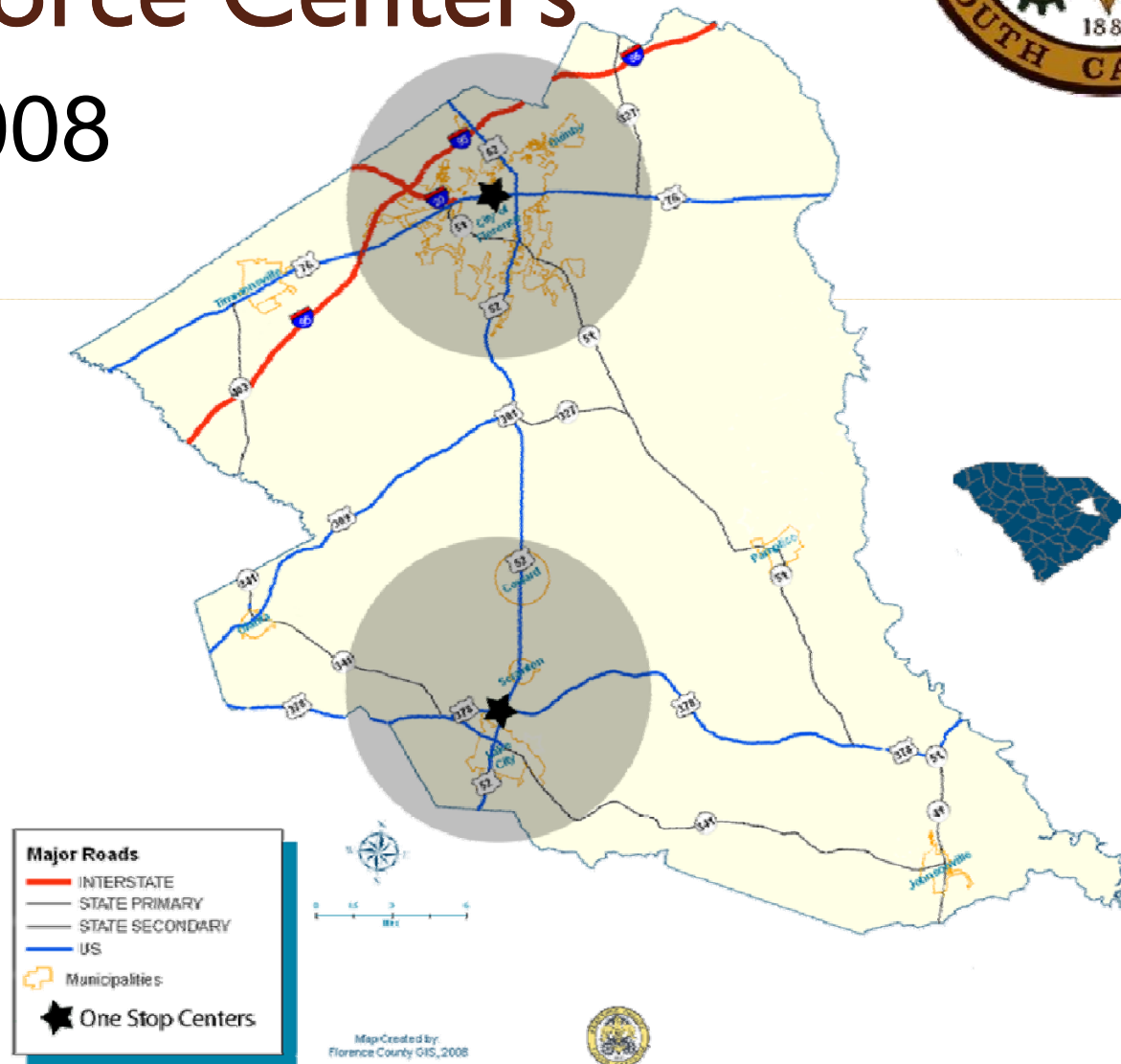
Florence County Workforce Centers 2008



- Over Burdened
- 30 Computers
- Limited Staffing
- Only 2 Locations
- Limited Hours
- In High Demand

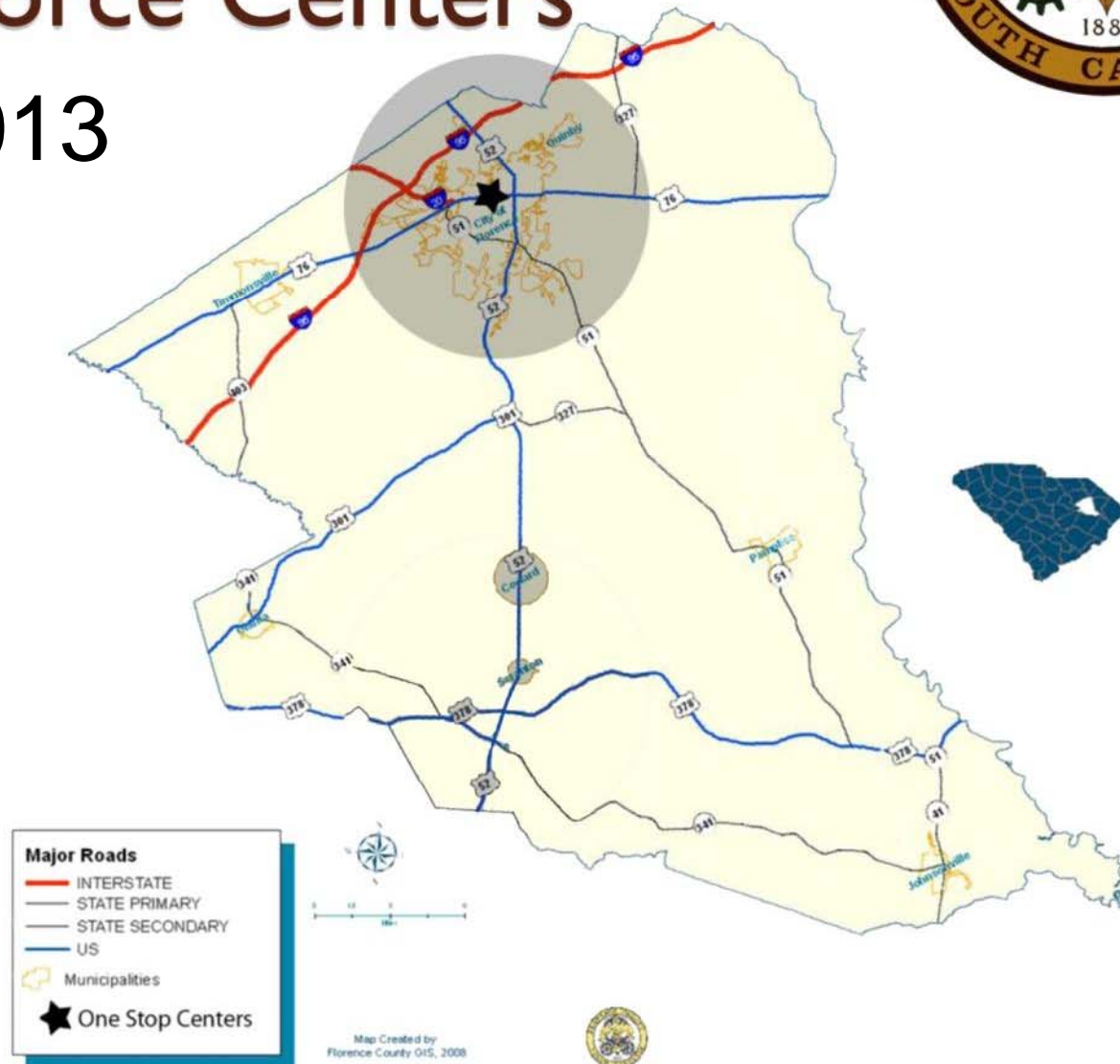
Florence County Workforce Centers

2008



Florence County Workforce Centers

2013

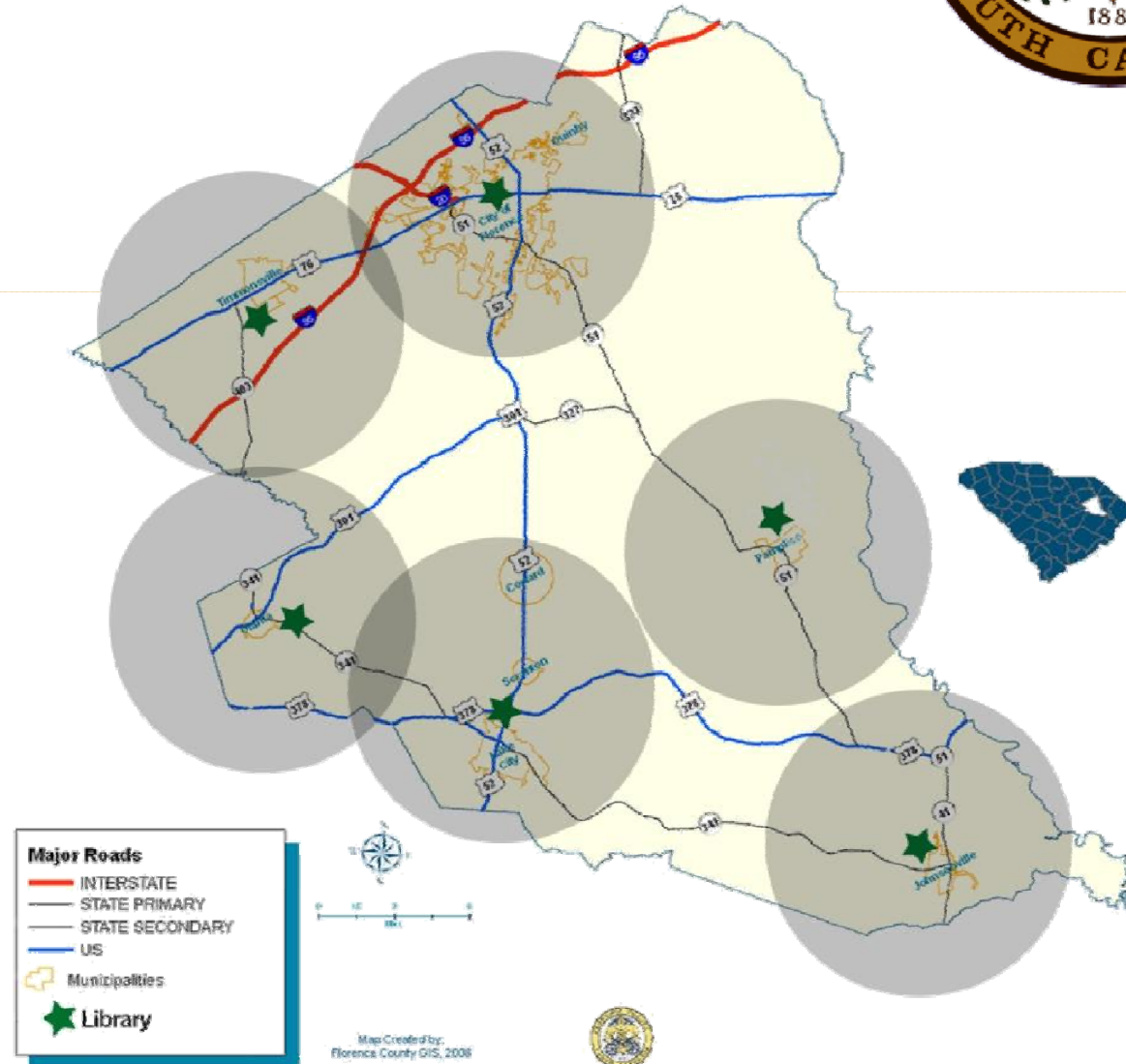


- Major Roads**
- INTERSTATE
 - STATE PRIMARY
 - STATE SECONDARY
 - US
- Municipalities
- ★ One Stop Centers

Map Created by
Florence County OIS, 2008



Florence County Library System Branch Locations



Six Libraries, One Community



- New Facilities
- 250 Computers
- Professional Staff
- Six Locations
- Open Extended Hours
- 600,000 visits annually



Library System / Pee Dee WIB Partnership

Leveraging the resources of both partners

- Library facilities, hours of operation, computers, staff
- Workforce Center / WIB expertise, clients
- Cross referrals / promotion – intake video
- WIB staff helps train librarians on workforce services

Success Stories

7,000+ attendees of workshops



Success Stories

12,000+ one hour computer sessions for
workforce development in Library facilities



Success Stories

Learning Express certification guides & practice tests available throughout Florence County

The screenshot shows the LearningExpressLibrary website. At the top, it says "LearningExpressLibrary" and "Welcome Florence County Public Library!". Below this is a navigation bar with several categories: "Students" (with sub-links for Elementary School, Middle School, High School, College Preparation, and College Students), "GED Preparation", "Job Search & Workplace Skills", "Jobs & Careers", "Skill Building for Adults", "U.S. Citizenship", and "Recursos para Hispanohablantes". A search bar is located on the left side. The main content area is titled "Job Search & Workplace Skills" and contains the text: "Below, you'll find a wide variety of resources that will prepare you for career success, from t". Below this text, it says "Choose your tests and courses from the categories below:" and lists two categories: "Business Writing" and "Job Search, Resumes, and Interviewing".

LearningExpressLibrary[®]
Welcome Florence County Public Library!

Students
Elementary School Middle School High School College Preparation College Students

GED Preparation Job Search & Workplace Skills Jobs & Careers Skill Building for Adults U.S. Citizenship Recursos para Hispanohablantes

Search

What Do I Do Now?

- Browsing Tests and Courses:** Click on a category on the right to view a list of resources in that topic.
- Searching for Tests and Courses:** Type the topic that interests you into the search box above.

Job Search & Workplace Skills

Below, you'll find a wide variety of resources that will prepare you for career success, from t

Choose your tests and courses from the categories below:

- ▶ Business Writing
- ▶ Job Search, Resumes, and Interviewing

Success Stories

Resume software & Work Keys services
now available to all county residents

The screenshot shows the WorkKeys website interface. At the top left is the WorkKeys logo with a red brushstroke underline. To the right is the ACT logo. Below the logos is a navigation bar with "EDUCATION HOME | WORKPLACE HOME" and a search bar containing "Enter keyword(s)" and a "SEARCH" button. The main content area is divided into three sections: a left sidebar with "The WorkKeys® System" and sub-items "Assessments", "Job Analysis", and "Training"; a central text block stating "WorkKeys® job skills assessment system measures real-world skills." with a link to "The WorkKeys System"; and a right section featuring a red star and the text "NATIONAL CAREER READINESS CERTIFICATE" over a background image of people.

WorkKeys®

ACT™

EDUCATION HOME | WORKPLACE HOME

Enter keyword(s) SEARCH

The WorkKeys® System

- Assessments
- Job Analysis
- Training

WorkKeys® job skills assessment system measures real-world skills.

[The WorkKeys System](#)

NATIONAL CAREER READINESS CERTIFICATE

Success Stories

Agero Job Fair

Collaboration with Pee Dee WIB and Florence
County Economic Development Partnership



Success Stories



Collaboration with Florence County DSS

- Clients come to library for workshops, job searching
- Library provides facilities, staff assistance

SC Dept. of Social Services Job Fair October 22, 2013





SC DSS Job Fair

- Partnership between DSS and Library System

- Marketed to SC DSS Clients
- Over 250 clients and 17 employers participated
- Likely to be repeated as an annual event



Most Recent Initiatives

- Collaboration with Project H.O.P.E. (United Way program) and Monster
- Pee Dee WIB / Library / Monster Collaboration – Interview Station
- Combining Workforce Development with Financial Literacy Education



Pee Dee WIB / Library / Monster Collaboration

- Use grant from Monster to create Practice Interview Station for Job seekers

- Video equipment to be purchased to record Interviews and play back to help job seekers develop interview skills
- Monster will help train library staff
 - Pee Dee WIB will promote to clients
 - Military Veterans among target groups



Resources Utilized

- Existing staff, buildings, & technology infrastructure

- Free online resources including databases supplied by SC State Library.
- Sharing software with partners
- Sponsors – Friends of the Library
- Volunteer services, grant – Monster.com

State Workforce Partner of the Year

Florence County Library System – for its exemplary partnership with the Pee Dee Workforce Investment Board





Partners

- Florence County Council
- Florence County Administration
- Pee Dee Workforce Investment Board
- Florence County Economic Development
- SC Department of Social Services
- Friends of the Florence County Library
- Monster (Florence)
- South Carolina State Library



FRIENDS of FLORENCE
COUNTY LIBRARY



south carolina
STATE LIBRARY



SC **WORKS**

PEE DEE



DSS



monster®