

Massachusetts Board of Library Commissioners

Promotion of Library Services for Job
Seekers

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www.mass.gov/mblc





Goals

- ◆ Enable library staff to have skills and resources to assist the unemployed, job seekers, and ESL constituents
- ◆ Partner with other state and local government agencies and organizations to share skills and resources
- ◆ Multiple communication methods to reach target audience; especially web-based

Strategies

LSTA Grant Program:
"Libraries for Job Seekers"
"Consumer" Website
Radio Promotions
Media Coverage

Partners

- ◆ Massachusetts Office of Refugees and Immigrants
 put their statewide directory of immigrant services online at *mass.gov/libraries*
- ◆ Governor's office
 helped disperse Economic Recovery Information and Brochures to all libraries
- ◆ US Census
 posted US census jobs on our consumer site and sent this information to all libraries
- ◆ LSTA grantees
 expected to partner with Massachusetts Executive Office of Labor and Development and One-Stop Career Centers for staff training and patron workshops

Libraries for Job Seekers

LSTA grant opportunity FY11- Goals

MASSACHUSETTS LONG-RANGE PLAN GOAL 3

All Massachusetts residents will be better prepared to meet life's challenges at school, in the workplace, and in their daily lives through access to programs and training that foster their development of information literacy skills and communication technology skills.

Libraries for Job Seekers LSTA Grant FY11

\$7500 LSTA funds to carry out a program aimed at serving the needs of job and career seekers in their communities

Libraries will be expected to:

- ◆ Provide staff training :
knowledgeable in using the website of the Massachusetts Executive Office of Labor and Workforce Development
<http://www.mass.gov/?pageID=elwdhomepage&L=1&L0=Home&sid=Elwd>
- ◆ Develop advisory group:
members of governmental, civic and community groups & institutions of higher education as appropriate, & members of target audience.
- ◆ Develop web space with resources/links geared for job and career seekers:
online reference assistance for job seekers, full-text electronic resources, career planning, resume assistance, job directories, networking groups, job fairs, local, regional and statewide agencies providing career counseling, job search instruction, placement and training, legal and financial assistance, special services to people with disabilities and veterans...
- ◆ Develop multimedia collections:
resume preparation, career exploration, online exam preparation resources
- ◆ Develop workshops:
computer training, resume preparation, interviewing, networking, etc.
plan, or be a presence at a career day where job seekers can meet with potential employers and local service agencies

The Official Website of the Executive Office of Labor and Workforce Development (EOLWD)

Labor and Workforce Development



Mass.Gov State Agencies State Online Services

- EOLWD Home**
- For Workers and Unions**
- For Claimants**
- For Businesses**
- For Attorneys and Insurers**
- For Government**

JOANNE F. GOLDSTEIN, SECRETARY



Welcome to Labor and Workforce Development



OUR ORGANIZATION

- [Department of Industrial Accidents](#)
- [Department of Labor](#)
- [Department of Workforce Development](#)
- [Division of Apprentice Training](#)

ONLINE SERVICES

- * [Certify Weekly UI Claim Online](#)
- * [Print 1099G Form for 2009](#)
- * [Find a Job](#)
- * [Locate Approved Training](#)
- * [View Labor and Workforce Development Jobs](#)
- * [Perform UI business online](#)
- * [Access Workers Compensation online](#)
- * [Post a Job](#)
- * [Find Public Sector Jobs](#)
- * [Review Summary of Online Services](#)

[More...](#)

Elevate America

Kudos to the One-Stop Career Center customers who have taken advantage of the **Microsoft Elevate America** vouchers. Almost all of the 26,000 vouchers have been issued, including all the vouchers for the IT Professional courses, Office 2007 certification exam and E-Learning - Office Products (Office 2003, Windows Vista & Office 2007). Individuals interested in taking an Office 2003 certification exam are encouraged to go to a Career Center to request a voucher before the vouchers are gone.

SEARCH

Labor and Workforce

NEWS & UPDATES

- [Latest Job And Unemployment Estimates For Local Labor Markets In The Commonwealth](#)
- [Massachusetts Unemployment Falls to 9.3%](#)
- [Tax Credit Helps Small Employers Provide Health Insurance Coverage PDF](#)
- [ARRA Funding for Training in Healthcare Industry Jobs](#)
- [Disaster Unemployment Assistance Announced](#)



Welcome to JobQuest!

JobQuest for Employers



Massachusetts JobQuest – Connects Employers and Job Seekers to employment and training.

Free Microsoft E-Learning
Elevate Your Technology Skills
for the Jobs of Today and Tomorrow

Vouchers Available for Massachusetts Residents
For more information visit
www.mass.gov/ElevateAmerica

JobQuest is a free online service provided by the
Massachusetts Department of Workforce Development.

Job Seeker Login

SSN or Job Seeker ID

Password

Go

[Forgot your password?](#)

First time user?
[Register Now](#)

JobQuest Services

Search our database to find your next Job.

Search

Post your résumé for employers view.

Register

Find Jobs



Quick Search

[Advanced Search](#)

Keyword / Job Title

Location

Job Occupation Category



Show only jobs created through the [Stimulus Bill](#) (ARRA).

Search



Career Center

Programs

Programs on career and job search topics are offered periodically at the Newton Free Library. They are held in Druker Auditorium and are free. Watch the Newton Free Library Newsletter for announcements. We also offer a class in [Applying for a Job Online](#).


[Newton's Quick Job Search Blog](#)

Helpful web sites for the job searcher from the Newton Free Library.

Print and AV Resources

Print sources are found in the Reference area (1st floor), the New Book area (High Demand, 1st floor) and the general stacks (2nd floor for career topics). Audio Visual sources are located in the Audio Visual Department (3rd floor). Look under call numbers beginning with 331 in these locations. Also check the online catalog under career topics. Additionally, newspapers and magazines are also available (Periodicals area, 1st floor).

Online databases available through the Newton Free Library

- [Business & Investing databases](#)
- [Directory of Executive Recruiters](#)* (In Library Only)
To log in, please speak to a Reference Librarian for assistance.
- [LearningExpress Library](#)* [Home Access](#) | [In Library Access](#)
( [Practice tests](#) and  [ebook study guides](#))

Computer Resources

We have reviewed the following Internet sites and found them to be helpful when searching for career information. These sites will lead you to information in the

Partnership

Massachusetts Office for Refugees and
Immigrants

Statewide directory of immigrant
services

A stylized silhouette of a mountain range in a darker shade of teal, located at the bottom right of the slide.



Massachusetts Libraries

There's Something For Everyone



Statewide Refugee & Immigrant Services

Statewide Directory of Services for Refugees and Immigrants

The [Massachusetts Office for Refugees and Immigrants](#) in coordination with the Refugee and Immigration Ministry has created [Refugee and Immigrant Connections](#), a directory of Massachusetts resources for immigrants and refugees. Please use this directory to find information and organizations that provide citizenship classes, ESL/ESOL classes, legal aid, interpretation and translation services, furniture and housing assistance, and more.

Free Library Services for Refugees and Immigrants

Many public libraries provide free ESL/ESOL classes, citizenship classes, and other services for immigrants and refugees. All Massachusetts public libraries provide free, books, DVDs, and other materials as well as programming for all ages and access to computers with Internet.

Find a Library Near You

Enter your Town OR Zip Code in the field below.

Town:

Zip Code:

Search Our Library Resources

Not sure where to start? [More details](#)

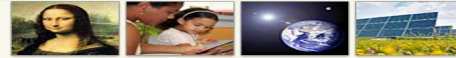
Quick Search:

Magazines & Journals Newspapers



Massachusetts Libraries

There's Something For Everyone



Statewide Refugee & Immigrant Services

Statewide Directory of Services for Refugees and Immigrants

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Please see the [Library Literacy & ESOL Directory](#).



2010 Census

The 2010 Census is important! It determines the distribution of more than \$400 billion annually of government funding for critical community services. It generates thousands of jobs across the country. And it impacts your voice

in Congress.

- ▶ [Jobs with the 2010 Census](#)
- ▶ [More information](#)
- ▶ [Fact Sheet](#)



Boston Bruins and libraries working together

Together the organizations have developed "When you read, you score" that works with the

Massachusetts Board of Library Commissioners and Regional Library Systems' existing reading programs to encourage children and teens to read a variety of books -- including those recommended by current Bruins Milan Lucic, Mark Recchi, Tim Thomas and veteran Cam Neely -- and offers participants the chance to win various Boston Bruins prizes.

- ▶ [Bruins visit libraries](#)
- ▶ [Bruins' favorite books](#) (pdf)

Job seekers find valuable support at the library.

Looking for a job in the best of times can be a challenging process. In a difficult economic period, the more support available, the better. Libraries offer a variety of resources from specialized databases and books on interviewing and salary negotiating to resume writing workshops and networking opportunities.

Find [additional resources](#) and learn how others have used the library in their job searches. To see what's happening at a library near you, use the search box to the right and click, call or visit.



Find a Library Near You

Enter your Town OR Zip Code in the field below.

Town:

Zip Code:

Search Our Library Resources

Not sure where to start? [More details](#)

Quick Search:

Magazines & Journals Newspapers

- OR -

Reserve books, CDs, DVDs using your library card:

Massachusetts Library Card Number:

Remember Me

Don't have a library card? [Learn how to get one.](#)

Things to Do

- ▶ [The Raven Returns](#)
- ▶ [Handel, Ravel and Liszt](#)
- ▶ [January Exhibits at Forbes](#)
- ▶ ["Made in Massachusetts" at Boston Public Library](#)

Review the list of

Top 100 Children's Books

as recommended by educators.



The School Libraries of Massachusetts

Looking for something to read?



Springfield City Library's Youth Services Department has compiled reading lists for preschoolers, teens, and parents. Contact your local library to check out these books for FREE!

- ▶ [Booklists for Teens](#)
- ▶ [Booklists for Kids](#)
- ▶ [Adult Fiction Booklists](#)



The Massachusetts Educational Financing Authority (MEFA) offers information and advice on college financing, innovative college savings plans, free financial aid seminars, helpful calculators and tools, and information about [education loan options](#).

Refugee and Immigrant Resources

Category:

Keyword:

Immigrant and refugee organizations that would like to be included in this directory or that need to update their information should contact [Leticia Ripalda](#). Funding for this directory was provided by the Federal Office of Refugee Resettlement.

Search Results :: 14 Organizations found

[Asian-American Civic Association \(AACA\)](#)

87 Tyler Street, Boston MA 02111

[City of Boston, EDIC](#)

43 Hawkins Street, Boston MA 02114

[Ethiopian Community Mutual Assistance Association](#)

552 Massachusetts Ave., Cambridge MA 02139

[Greater Boston Legal Services](#)

60 Gore St., Suite 3, Cambridge MA 02141

[Haitian American Public Health Initiative \(HAPHI\)](#)

10 Fairway Street, Mattapan MA 02126-

[International Institute Boston](#)

1 Milk Street, Boston MA 02109

[Jewish Family Service of Western Massachusetts](#)

15 Lenox St., Springfield MA 01108

[Jewish Vocational Service](#)

Refugee and Immigrant Resources

Category: Employment & Job Training

Keyword: All
ABE, ESL, ESOL and Literacy Classes
Anti-Discrimination & Advocacy
Children & Youth Programs
Citizenship Classes
Computer Courses
Disability Resources
Elder Programs
Employment & Job Training
Government Assistance
Health
Health & Domestic Violence
Health & Human Services
Housing, Furniture, Fuel and Others
Immigrant Safety & Empowerment
Interpretation & Translation
Legal Aid Services
State Programs

Immigrant :
contact [Leti](#)

included in this directory or that need to update their information
vided by the Federal Office of Refugee Resettlement.



HOME	About MBLC	Grants & Related Programs	Advisory Services For Libraries	Library Jobs	Massachusetts Libraries	Find Books & Magazines Online
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Library Directory
Accessibility for People with Disabilities
Audio & Talking Book Libraries
Literacy/ESOL Programs
Massachusetts Library Networks

Massachusetts Libraries > Literacy/ESOL Programs

Literacy/ESOL Programs

[Search Literacy/ESOL Programs](#)

Library-based literacy services provide basic skills instruction to adults with low literacy skills. These programs support the library's mission as a center for life-long learning. Individual programs vary from one library to the next. Many programs utilize trained volunteers who provide basic literacy training through one-on-one tutoring, while others offer small group instruction.

A number of libraries provide ESOL (English for Speakers of Other Languages) services for persons with limited English proficiency. The library may also offer special services such as family literacy which targets whole families for learning, citizenship preparation or training for the GED or the High School equivalency exam.

[Libraries offering Literacy and ESOL Programs](#)

[Literacy Resources](#)

When contacting a library, please use the phone or email address of the program coordinator. All calls and inquiries to these programs are confidential.

For further information, contact: Shelley Quezada, Consultant to the Unserved
617-725-1860 ext. 235
shelley.quezada@state.ma.us

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Tel: 617-725-1860 800-952-7403 (in state) Fax: 617-725-0140 [Directions](#) [Contact Us](#)

This Web site, and other programs of the Massachusetts Board of Library Commissioners, is funded in part with funds from the Institute of Museum and Library Services, a federal agency that fosters innovation, leadership and a lifetime of learning.


Search Results

You Searched For: **Municipality = all**

43 Match(es) Found:

Library	Address	Phone	Contact	Service
Amherst, Jones Library	43 Amity Street, Amherst, MA 01002	(413)259-3093	Lynne Weintraub, email: weintraubl@joneslibrary.org	ESOL/GED /Citizenship
Boston Public Library, Dudley Literacy Center	65 Warren Street, Roxbury, MA 02119	(617)536-5400	Jo Ann Butler	ABE, ESOL and GED
Cambridge Public Library, Central Square Branch	45 Pearl Street, Cambridge, MA 02139	(617)349-4013	Maria Balestrieri, email: mbalestrieri@cambridgema.gov	ABE/ESOL/GED
Fitchburg Public Library, Literacy Volunteers of Ma	610 Main Street, Fitchburg, MA 01420	(978)343-8184	Gloria Maybury	ABE/ESOL
Fitchburg Public Library, Project FLASH	610 Main Street, Fitchburg, MA 01420	(978)345-9638	Shirley Coit	ESOL
Framingham Public Library, Literacy Unlimited	49 Lexington Street, Framingham, MA 01701	(508)879-3570 x 214	Julie Heagney, email: FPLMail4@minlib.net	ABE/ESOL
Franklin Public Library	118 Main Street, Franklin, MA 02038-1992	(508)520-4942	Margaret Ellis, email: mellis@minlib.net	ESOL
Gloucester, Sawyer Free Library	2 Dale Avenue, Gloucester, MA 01930	(978) 281-9763	Melissa Buchanan, mbuchanan@Wellspringhouse.org	ABE/ESOL /GED/Citizenship

Promotion of Library Services

- ◆ Drive people to our consumer website www.mass.gov/libraries - with additional information about job searching, helping the consumer and helping libraries too busy to develop their own jobseeker resources
- ◆ Radio ad campaign based on real library success stories...
- ◆ Newspaper coverage
- ◆ Good Morning America featured one of our library patrons on their national news story about how libraries are helping people reinvent themselves and find work (March 2010)

Job seekers find valuable support at the library

[Printable](#)

Getting Started

Massachusetts One-Stop Career Centers

The 37 [One-Stop Career Centers](#) located throughout the Commonwealth provide a wide range of resources for job seekers and workers and can be a great place to plan and start your search. At the Centers, you'll find help from experienced career counselors, workshops and short-term training, up-to-date local, statewide and national job listings, as well as computers to help you hunt for jobs, develop a resume, write cover letters, and more.

Read about successful library

Job Search Stories 

The Importance of Keyword Searches

Before you begin your resume or your online job search, you will want to consider building a list of keywords you can use in your search. Keywords will be invaluable in any online search you conduct and for employers who may search databases in which you place your resume. Answering the questions below will help you assemble a list of keywords.

▶ **What do you want to do? What can you do?**

What skills do you have, what interests, etc. Identify general occupations that interest you, not specific job titles. For the moment, think engineering or sales, not Supervising Engineer or Director of International Sales.

▶ **Who do you want to work for? (career fields and employer preferences)**

What industry interests you, what type of employer? If you have some specific companies you want to target, great! *Green Industries, building trades, high-tech start-up, family-friendly organization.*

▶ **Where do you want to live and work?**

Are you willing to relocate? How far are you willing to commute? Is there a particular city, state, or region you want to work in - Maine, California, someplace with good golf courses? Perhaps near an academic community or away from an urban center. Another approach is to **research the industry** or occupation you're interested in and find out where they are hiring people.

▶ **Ask a friend to help.**

Friends can frequently see strengths in you that you can't. They might also suggest some interesting options for you to consider.

► **Ask a librarian.**

Libraries often provide this kind of help and librarians are usually very good at this, but try to make an appointment or ask for help when the reference desk isn't busy so s/he can concentrate better on your question. S/he can also point you to books and other resources that can help.

► **Scan some online job banks.**

Search some of the job boards for jobs that interest you. Read the job descriptions, note the skills and kinds of experience the employers are seeking, and then use these words in your search.

► **Read a good book.**

Check your local library for a copy of **What Color is Your Parachute?** by Richard Bolles (Ten Speed Press). It contains some exercises designed to help you identify your skills and interests, some of which are on the web in his [JobHuntersBible](#). Your local career center, public library, or employment service center will have even more good resources you can use. Check the list below for some online resources.

Job Search Websites

Major job boards like [Monster](#), [CareerBuilder](#) and [HotJobs](#) are well publicized and need no introduction. Newspapers and newspaper groups around the state offer open jobs in print and online. Most companies list open jobs in the Career section of their website.

In addition to these more visible sites, you may want to try job aggregators like [SimplyHired.com](#) and [Indeed.com](#). They "scrape" jobs from large numbers of sites, including thousands of employers, and present them in one convenient location.

You may want to start with [The Riley Guide](#). While it doesn't list any jobs, it is a wonderful compendium of hundreds of sites that do list jobs along with a brief description of each site and tips on how to conduct an effective job search.

Here are a number of other sites that may prove helpful. With a little help from a librarian, you may find a number of targeted sites that specialize in the types of jobs you may be interested in.

► [DCS-Massachusetts Job Quest](#)

► [CapecodOnline.com](#)

► [Careersite](#)

► [Head Hunter \(Jobs by State\)](#)

► [Boston Search](#)

- ▶ [Head Hunter \(Jobs by State\)](#)
- ▶ [Boston Search](#)
- ▶ [Cape Cod Employer](#)
- ▶ [Career Opportunities in Technology](#)
- ▶ [Faculty and Administration Jobs](#)
- ▶ [High Tech Jobs](#)
- ▶ [JobWeb](#)
- ▶ [Biotech and Health Jobs](#)
- ▶ [Job and Career Search](#)
- ▶ [AdSearch](#)
- ▶ [Bank Jobs](#)
- ▶ [Hire Culture](#)
- ▶ [Hire Minds](#)
- ▶ [Union Jobs Clearinghouse](#)
- ▶ [Career Resource Center](#)
- ▶ [Jobs](#)
- ▶ [Jobs in MA](#)
- ▶ [Craigs List](#)

[Read about successful library job search stories.](#)

Success stories from job seekers and library staff

Job fair, resumes, negotiating salary

(A library patron in Southeastern Massachusetts shares his success story)

"I was laid off in mid-November and therefore was forced to enter into the job search market. I read in the newspaper of the job fair at your library and made a decision to visit and take advantage of the resources available. As part of this visit I also had the opportunity to sit with a counselor named Ben and have my resume critiqued. That experience, combined with several books that you had displayed on the topic of job search, really helped me redesign my resume. From mid-November to mid-January I had five job interviews. Some went well, others not so good, but I certainly learned from each experience. I finally was offered a position that I was interested in, but I was not satisfied with the base salary. I went back to your library and read through a reference book that talked about negotiating salary which I found extremely helpful. Using techniques directly from that book I was able to successfully negotiate an additional \$10K in base salary and landed the job.

I want to thank the library staff for their assistance and for having this program available to the public. I would certainly credit the program for helping me rejoin the workforce, which was no easy task given these difficult economic times."

"Thank you for helping me make it through the storm."

(A librarian in the Northeast shared the following)

"Last year, the public service staff noticed the same man in the library every day. He spent time using our computers to search job listings, read newspapers, and check out materials. He always acknowledged staff and exchanged pleasantries, but staff knew nothing about him. During the winter, he came in one day to say he had gone back to work, and he gave the library a check for \$500.00 in gratitude for the role the library had played in his life. He had lost his wife and his job in close proximity, and the library became his refuge. He found a place that was comfortable, filled with people, and he felt less alone. In his words, the money was a "small thank you for helping me make it through the storm."

Success stories...

Online job applications

(A librarian from Central Massachusetts shared this success story)

"Our library's access to the internet has helped many people in their job searches. However, one sticks out:

A gentleman came into the library one afternoon about an hour before closing. He had been in the military for several years and had worked all of his life. He was laid off and out of work. He went to apply for an advertised management position at a fast food restaurant chain. He was told that all preliminary applications had to be made online.

He came to the library. He did not have much of any experience with computers and didn't have time to learn for this job application. He asked for help. We got him onto the internet. He started filling out the application at the website address he had. At some point, he called me over, because he didn't understand a pop-up. He was totally in the wrong site and had personal information typed in already. I erased his information and found the correct site for him. Time was running short – we would be closing. I offered to type for him if he didn't mind. We finished, hit send and a list of 35 questions on management style came up that had to be completed in order to apply for a management position. It was 5 minutes until closing. Here was a capable man, beside himself with frustration at not being able to do this simple task, because of his lack of computer skills. I told him that I would stay over to help him finish the questionnaire. He was very grateful.

One week later, he came into the library a very happy man – he had the job! And he was going to take computer classes."

Success stories...

Setting up an email account and more

(A Metrowest librarian shares this success story)

"A patron who lives locally came to our library's Literacy Project drop-in resume clinic. The library staff helped him get a library card and also pointed him downstairs for help on his resume and job hunting.

He is an army veteran and was also a hairdresser for 20 years but was laid off in December 2008. He was very eager to get back to work but didn't have any computer skills to know how to do on-line applications; he also had no email address and knew nothing about using email.

Two wonderful Literacy Project volunteers, Dena and Mary, bring a phenomenal amount of patience and expertise to the resume and job hunting clinic. They have worked in human resources and library administration; they also bring brilliant people skills that enable them to inject hope into the patrons who come for help. They treat each patron with deep respect, and help each create stunning and clear resumes that highlight skills and strengths.

On Wednesday our friend came in for assistance with his job hunting. He met with the volunteers for about an hour and left with a professional grade resume that he could keep and access – both digitally and on paper. He also left with an email address and a rudimentary sense of how to use it for job hunting. The volunteers helped him create this resume and then send it to lots of jobs, highlighting his veteran status and his successful work history.

On Thursday he got a call and was interviewed for a job. He was hired.

On Saturday morning he walked into the Literacy Project room "so excited I can't sit down." He feels extremely optimistic that this job will be his "foot in the door" and that "it will snowball" – that it will lead to a great future."

Newspapers article excerpts

Out of work? Head to the library

Boston Globe March 29, 2009

Unemployment is on the increase, and to help those looking for work, the Lakeville Public Library is offering free job-counseling sessions.

"This is not a placement service, but an opportunity to expand your thinking in dealing with employment issues," library director Olivia Melo said.

Weathering the storm at libraries

Boston Globe August 2009

With the current recession, local government has faced the wrenching process of setting priorities, balancing budgets, and cutting back on valued local services. Reduced support for local libraries is particularly unfortunate because libraries help our residents find jobs, start businesses, research economic trends, and enhance the education and training needed for future employment.

Newspapers continued

Greater Lowell job seekers checking out help at the library, *Lowell Sun* May 3, 2009

Some people use library computers and WIFI to look up job listings after canceling their high-speed internet connections at home to save money. Others leaf through the Occupational Outlook Handbook published by the Bureau of Labor Statistics, says Owen Shuman Smith, director of the Groton Public Library. Computer use at the library in February was up 7 percent from the same month last year.

Some people check out self-help books to cope with life after a layoff.

These people now make up an estimated 10 to 15 percent of 2,000 weekly visitors at Lawrence Library in Pepperell, says Director Deborah Spratt.

Contact Information

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