



## 2009 Renew Washington Grants

### Final Narrative Report Cover Sheet

Date 9/20/2010 Contract # G-4298 Grant # \_\_\_\_\_

Library Fort Vancouver Regional Library District

Title of Grant Get Job Help @ Your Library

Amount Awarded \$48,420

#### Grant Period

Start Date 11/3/2009 Through August 13, 2010

#### Reporting Period

Start Date 11/3/2009 Through August 13, 2010

Submitted by Amy Lee, Project Manager

#### Signatures Certifying the Final Report

We certify that all of the information contain herein is correct to the best of our knowledge.  
We certify that 31 of 31 objectives of this grant have been achieved.  
We certify this report includes an analysis of each objective of this grant and an evaluation of the impact this grant has made on our services. We certify \$ 47,212 \$ 47,207.21 has been claimed and \$ 1,208 1212.79 of the amount originally awarded was not used and the reasons are explained in this report.

Signatory \_\_\_\_\_ Date \_\_\_\_\_

Fiscal Agent \_\_\_\_\_ Date \_\_\_\_\_

**Signatory:** Defined as the person who would sign the grant contract and whose signature will be a representation that the legal entity submitting this report has authority to enter into the grant contract; and that the signatory has the authority to sign the grant contract on behalf off the legal entity.

**Fiscal Agent:** Defined as an individual authorized by the Grantee's governing body to obligate it to the financial liabilities and accountable to the Grantees governing body for the integrity of the official accounting system and the financial statements that the system provides.

Submit this form and the Final Narrative Report to:

**Anne Yarbrough  
Grants Program  
Washington State Library  
Post Office Box 42460  
Olympia, WA 98504-2460**

## Final Narrative Report

1. Do you feel this grant has helped you provide better service to your customers?

x	Strongly agree
	Agree
	Neutral
	Disagree
	Strongly disagree

**Please explain:**

By all measures, the Renew Washington grant has helped our library provide better service to our patrons that we would have otherwise not be able to do. Besides the monetary assistance which made most of the new services possible, the project itself spurred motivation in staff to do something positive, to make a difference during these hard economic times in our communities using whatever means we could afford and leverage what we have, like buildings, staff and equipment. Through the new resources and staff training, our library is much better prepared and equipped to help patrons with job-related needs.

With the Get Job Help @ Your Library project, we were able to add new job-related databases that we could not afford previously; taught resume/cover letter classes; provided new mini-computers for job-search purposes and opened up a job lab staffed by volunteers. All of these are new services that benefit our patrons who need access or help in doing job search.

The library is also continuing many of the services of the project after the grant expired because the needs are still great and sustaining what we have begun aligns with our mission.

2. **Summarize the project, the situation it was intended to address, and the objectives of the project.**

The Get Job Help @ Your Library Project was intended to address the following existing situations as it relates to serving patrons in hard times.

With the high unemployment rates in our service area which all are in the double digits, the library identified several issues we would like to remedy with the available grant. Firstly, we had high demand but inadequate access to resources, especially the lack of job-related, resume-making type software. Secondly, job seekers lack basic technical skills to do basic Internet searching or building a strong resume. Thirdly, our library did not have adequate computers

and computer time for job-related activities. On top of the above, our library had to cut back on staff positions and open hours by 6.5% since February 2009 due to reduced library funding.

With the Get Job Help@ Your Library Project funded by the Renew Washington grant, we saw great opportunities and solutions to remedy some of the existing situations that hindered our abilities in serving the greater needs of job-seekers.

In the project, we took a four-prong approach: First, to increase access to job-search tools by adding resume and job resource databases which we never had before. With the grant money, we chose three different job-related databases, each with its own strength and complemented each other. The *WinWay Resumes* software enhanced the quality and efficiency of resume/cover letter writing and the job search process. We chose it because it's also used by the local WorkSource office, which would give our patrons increased access to comparable tools if they also are clients at WorkSource. The second database is *JobNow*. It's unique that it provides live coaching on interviews and various job-related situations, plus it offers resume analysis 7 days a week. It also provides web links to many helpful local and national resources and tips on job search. This is a good supplement to the expert's role that our librarians may not be comfortable in filling. The third one is *WOIS/The Career Information System* which provides career exploration and educational planning information; it proves to be very popular among our patrons, especially career-changers and high school students.

Our second objective was to provide job seekers with technical skills to prepare, search and apply for jobs. To accomplish this goal, we partnered with WorkSource to provide training to two librarians on employment related topics like resume/cover letter writing, resume standards, interviewing etc. Then the librarians became trainers to train other staff to do the classes. Three types of classes were offered throughout the district: they are *Creating a resume*, *Polishing your resume* and *Crafting a cover letter*. The classes included training on using our library job-related resources as well as hands-on time for patrons to create email accounts, make a resume etc.

Our third objective was to increase online access to computers and computer time. One of the best decisions propelled by the grant was to open our training lab at the main branch two days a week (2 hours each day) and converted it to a Job Lab. We carefully chose highly qualified volunteers and gave them extensive training to staff the lab. The patrons were all very grateful for the one-on-one assistance they got from our volunteers as well as the extra computer time. Normally patrons only have one hour of Internet time per day on our regular Internet stations. To take advantage of the wireless access at all of our branches, we purchased ten netbook computers and placed them at the five branches with highest Internet usage (except the Main Library where we have the Job Lab.) Patrons checked them out with their library cards plus a piece of identification to use them in the library for two hours. We specified to patrons that these were to be used for employment focused activities only. From the evaluation forms we got back, the 2-hour limit and the fast Internet connection enhanced many patrons' abilities to apply for jobs online or to

conduct job searches. Another approach we took to increase web access to job information was to expand our current "Employment" subject web page to include life skills and self-learning links. We also created a new Spanish "Employment" web page with carefully selected websites that are useful to Spanish speakers.

**3. Summarize the results of the project, including activities accomplished, and any problems or unexpected outcomes encountered.**

We believe the above combined activities stated in Question 2 resulted in trained staff and volunteers to assist with resume production; patron access to tools that provide individual help with job search, job preparation, resume and interview coaching was improved; and patrons' knowledge on job seeking skills was increased and there was more computer time for patrons to apply for jobs online as well as for conducting other job search activities.

Trained staff and volunteers (Task #24 – "staff training" on Work Plan):

Because of the partnership with *WorkSource*, we were able to send two enthusiastic librarians from our main library to take their classes and learned from the experts in making resumes, crafting cover letters, general job-related tips and resources. Our staff then revised the *WorkSource* curriculum to create three classes to offer to library patrons. During the classes, we used the train the trainers approach, one of the teacher-librarian always took another librarian with her so the other librarian could observe and learn how the class was taught. In addition, at each branch where the class was held, we asked one branch staff member to stay in the class so he/she could also learn the techniques and the content. The purpose was to prepare the branch staff to conduct their own class in the future.

In the beginning of the project, whenever possible, we made use of training provided by the database vendors to teach our reference staff the use of the new databases. Then in turn, before the new databases were made available to the public, our reference librarians at the main library worked on creating handouts and training sessions for the other public service staff. In a few weeks after the databases were all deployed, our librarian-trainers had visited all the branches to give demonstrations and training to the branch staff about the new databases. We've also made all the handouts available on our website and provided each of the 12 branches a binder filled with useful class/database handouts for staff and patrons' use. The same sets of handouts are also available in the Job Lab.

Another training component was to train volunteers who staffed the Job Lab at the main library. We were very fortunate to recruit three highly skilled volunteers. With the collaboration of our Volunteer Coordinator and Reference Librarians, the volunteers received thorough training about our library policies, information about the project, job-related library resources such as the new databases and our employment subject web page. The lab computers have special folders with many job resources put together in one place (including the major email providers.) This training and placement of competent volunteers (one is a former employee in the high tech industry, another is a technical writer and the third is a Library Science

student) proved to be vital factors of the Job Lab's success. From the evaluations we gathered throughout the project, patrons expressed their gratitude to the Job Lab volunteers' helpfulness, knowledge and skills. Without them, a self-help Job Lab with only computers would not be as effective. Often it was the one-on-one assistance that our patrons valued and appreciated the most. Like in the real world, the skill levels of our Job Lab patrons varied a lot thus the needs were different too.

Our volunteers' jobs range from helping someone to set up an email account to helping them to find background information of a company. Both staff and volunteers have demonstrated that because of the training invested in the project, they have become more effective when helping patrons at the desk, in the classroom and at the Job Lab.

Presentations made about the Renew Washington project at our Library Board meetings by the Executive Director and Project Manager helped the Board members to understand the goals of our project. They all showed appreciation of the timeliness and the scope of the grant.

Patrons' access to tools were improved:

Because of the grant, our library was able to subscribe to three job-related databases that we never had before. Beside *WinWay Resume* which is a program that we had to download onto our computers, and is only available in our library buildings, the other two, *JobNow* and *WOIS* are both accessible in the library as well as remotely with a library card through our library website.

*JobNow* is unique in a way that it offered real time coaching via chat seven days a week, nine hours a day, as well as a 24/7 resume review service. Patrons could make use of these services and get help outside of the library. *WOIS* offered a portfolio service where patrons can store their resumes, achievement awards or other educational information in the database. This service is protected by passwords. Both *WinWay* and *JobNow* also offer many tips on interview, salary negotiations and even what to wear.

In our Job Lab computers, we had put together a folder with all the relevant library resources as well as web links to related resources (e.g. WorkSource, major email providers' homepages, O\*Net, local classified links etc.) so patrons could have easy access to a variety of links all in one place. Coupled with the individual attention from our volunteers when patrons visited our Job Lab, it's very clear that patron access to tools that help them with job search, job preparation, resume and interview coaching were improved compared to the time before we implemented the project.

Another way for patron to access job resources was through our newly improved subject web page ([www.fvrl.org/findinfo/employment.htm](http://www.fvrl.org/findinfo/employment.htm)). The grant paid for substitute time so that our reference librarian could work on making this web page more useful. Another librarian also created a new job resource page in Spanish ([www.fvrl.org/findinfo/Spanish\\_employment.htm](http://www.fvrl.org/findinfo/Spanish_employment.htm)), gathering relevant and useful information for the Spanish-speaking users, and at the same time, enriching our Spanish resource pages.

Patrons' knowledge on job seeking skills was increased:

Classes on resumes and cover letter writing were offered throughout the district at every branch besides North Bonneville which is housed in the city hall and opens only 12 hours a week.

Although the attendance of the classes was disappointing, for those who attended, it was found through self-evaluation that patrons' knowledge on job seeking skills was increased. Every student indicated increase in his/her level of knowledge and skill for all categories on his/her pre- and post-evaluations for all three types of classes. Most students gave a 9 or 10 (know-it-all) rating on their post-evaluation. (Completed task #21 – "evaluation forms from classes" on Work Plan. Please see survey instruments in early quarterly report.)

More computer time for patrons on job-related activities:

Access to computers and having more computer time has always been an issue at our libraries. As more and more companies require applicants to apply online or submit resumes online, having use of a computer at a timely manner becomes a basic requirement in job searching. We were also told by many patrons who had to drop their Internet service subscriptions as a way to cut back on expenses, which explained the increase usage of our Internet computers in the past year.

Given the one hour per person per day limit on our entire district Internet computers, obviously that is not enough for many job-seekers. One solution to this situation in the project was to purchase ten netbook computers designated for job-related use only and placed them in the five libraries with the highest Internet usage. Taking advantage of the available wireless access at all of our libraries, the computers can be checked out for 2 hours with proper identification, and to be used anywhere in the library. Combined with the one hour on the regular Internet station, a job-seeker can get up to three hours of Internet time a day at those five branches. Another popular decision we made was to turn our Main Library's training lab into a Job Lab, staff it with trained volunteers and open for four hours a week. Both measures resulted in increased computer time and flexibility for job seekers.

Publicity

The activities of the Get Job Help @ Your Library were planned with a comprehensive approach that included media and social media exposure.

We created a [Facebook page \(www.facebook.com/FVRLjobhelp\)](http://www.facebook.com/FVRLjobhelp) for the project and used the page to publicize classes, our services and recommended good resources. The first thing we did in the first quarter of the grant period was to design an attractive and informative project brochure (see earlier quarterly report for a copy) that listed all the components of the project. Later on the brochure was translated into Spanish and Russian languages, distributed to those targeted audiences through local service agencies like Lutheran Community Service and Partners in Career that work directly with the targeted population groups. The whole scope of

the project was also captured and added to our [website](#) (www.fvrl.org/findinfo/GetJobHelp.cfm) where all the information was available at a glance. Other venues to publicize our new services included features on our library homepage, stories in our e-newsletter and online event calendar (all samples were included in early reports.) Using library funding which was money that needed to be spent by existing contractual agreement, we printed large classified ads in our local daily newspaper a couple times about our project. (Please refer to attachments submitted with earlier quarterly reports.)

Local newspapers responded positively to our press releases about the grant. Several stories were published in different communities' newspapers within our service district (see attachments submitted with earlier quarterly reports.) Three special articles were also written in the *Columbian*, the local largest daily, featuring stories from real patrons; one was published on March 16<sup>th</sup> about how one of our patrons benefited from using the Job Lab (attachment #1.) The second one was a very supportive editorial on April 5<sup>th</sup>, entitled *More than books* which talked about the various services and programs provided by libraries to facilitate the educational and enlightenment of the populace (attachment #2.) The third was published on July 2<sup>nd</sup> about the use of netbook computer by a job-seeker (attachment # 3.) These free media publicity is invaluable to our project as they not only amplify the values of public libraries, but also help us to spread the word about the services that we provide.

The library ordered and paid for a 20 ft. long banner to publicize the project. The banner was hung for a couple months outside of the main library where it was exposed to heavy traffic at a busy intersection in downtown Vancouver.

The July issue of *Alki* (the official publication of the Washington Library Association) published a short blurb about our project and a photo of our Get Job Help @ Your Library banner. The materials were provided by the Project Manager (attachment #4.)

Three sets of Display Kits in different languages were created for use at various fairs and exhibits. (This completed Task #15 – “translation of display kits” on our work plan.) The kits list a summary of all the project activities. One set is always on display at the front lobby of the main library (see attachment #5) and the Spanish set was taken to display at the Latino Summer Resource Fair which took place at a local park in August. (see attachment #6). The grant also provided fund for the library to purchase a new display board to be used with the display kits.

The biggest problem in the beginning of the project was setting up databases with many Internet links. While this was no problem for our remote users, we ran into some technical issues because access to those databases inside the library was through our Electronic Resource computers, which are not open-web computers. All links on the computers have to go through a proxy server and be approved on our white list. Fortunately, with the diligent work of our IT department and communication with the vendors, we were able to resolve the issues or made some compromises.

The remaining unused fund from the grant is \$1,208, mostly from the substitute wages category. We tried to be conservative in expending this category because of the difficulty in budgeting. Every substitute's wage scale can be different. How much we spent would depend on who got the sub job. For example, a regular part-time employee who substitutes for the library may command a higher hourly wage than a substitute librarian. We have no control of the exact paid wages ahead of time because we use an automatic online system where the substitutes sign up jobs for themselves. Therefore, we had to calculate fewer hours to accommodate the scenario that we had to pay for the higher-paid substitutes, which resulted in a small amount of unused fund.

**4. Quantify, where possible, the results of the project, including how many people have directly used the new services and resources provided by the project.**

Below are statistics that we gathered for the various services we offered:

Database statistics (Completed task #20 – “database statistics” on Work Plan)

We implemented the databases in the beginning of February. *WinWay Resume* is for in-library use only, *JobNow* and *WOIS* are available both in the library and remotely through our website with access limited to FVRL card holders.

*WinWay Resume*: no statistics available because of its format and the fact that we use Public Web Browser on the Electronic Resources stations, which makes tracking statistic not feasible. However, we have anecdotal comments from users about its usefulness and many Job Lab patrons and netbook users reported using this database to make their resumes.

*WOIS*: Total hits on links: February-1747; March-1987; April-4141; May-1980; June-976; July-1066; August 1<sup>st</sup>-13<sup>th</sup> -430. Total – 12,327.

*JobNow*: Unique site visits from visitors' IP addresses: February-613; March-564; April-443; May-407; June-390; July-367; August (only the whole month is available)-353. [The actual visitors' visits should be much higher because our internal computers have a set of IP ranges that might have been under-counted because many people might have used the same computer to access JobNow within the same day.] Total: 3137

Database usage (links hits): February-3157; March-3139; April-2497; May-2256; June-2114; July-1314; August (month of)-2003; Total: 16,480

Total # of coaching, resume review and tests (for the adult learning section of the database) sessions from February to August: 227

Job Lab usage: Total attendance from February 2 to August 13: 269  
February-23; March-31, April-43, May-53, June-58; July-41, August 1<sup>st</sup> to 13<sup>th</sup>-20.

Classes: were held at all the 12 branches at least once except at North Bonneville;  
some branches had repeated classes in July and August.  
Number of classes from March to August 13: 71 classes  
Number of students: 62

Netbook usage: The mini computers have been checked out 100 times at five  
branches from April to August 13.  
April-19; May-18; June-24; July-31; August 1<sup>st</sup> to 13<sup>th</sup>-8

Online survey about usefulness of the 3 databases (Completed task # 22 & 23 about  
“survey of databases” on Work Plan):

We put up a very simple online survey on our Electronic Resources stations and on  
the Get Job Help Project webpage in August asking the usefulness of the job  
databases. The content of the survey can be found at:

<http://www.surveymonkey.com/s/DJ79HD2>

There were 19 responses. 56% (10 people) who took the survey actually had used  
at least one of the three new databases. 27% (3 people) who had not used the  
databases said they would; 63% (7 people) said they might use them later, and 9%  
(1 person) said she/he would not use them. In asking users to rate the three  
resources, among the 13 people who answered, *WOIS* got the highest mark at 3.0,  
followed by *WinWay Resume* at 2.7 and *JobNow* at 2.67. The sample is too small to  
make any significant comparisons. However, the comments given to *WOIS* and  
*WinWay Resume* reflected why users liked the products and their understanding of  
their strengths.

Comments about *WOIS*:

*“Really cool and helpful in making custom resumes (being able to store your info  
and pull it as you need it). All the in-depth career info is invaluable.”*

*“This was useful because it is the same as the unemployment center, so you can  
look for a job easily; it's a better environment for looking for a job than being  
down at the unemployment office.”* [user may be referring to the library as a  
whole for job assistance.]

*“Love being able to store info in WOIS to make custom resumes easy.”*

Comment about *WinWay Resume*:

*“Like all the words and phrases to choose from.”*

## **5. Did the project meet its stated objectives? Compare the project objectives to actual accomplishments.**

As a public institution, our staff were all very excited and supported this timely project. We wanted to make a difference in the community, using new and existing library resources to help more people in the hard economic time. Taken as a whole, the project met its stated objectives as iterated in the answer for Question #2. We accomplished every task that was listed in the project work plan within the project timeline.

As a result of the project, patrons have gained access to new job databases which were well used, reflected by the use statistics and users' comments. Increased access to computers and computer time proved to be valuable to many people as demonstrated by the comments we received from the evaluation forms we passed out at the Job Lab and with the Netbook checkout. The Job Lab, even though opened only four hours a week, has been well used and a number of success stories were shared by our Job Lab patrons! Although the low class attendance was the most disappointing component of the project, evaluation forms returned by the students demonstrated that new knowledge and skills were gained because of the classes. The training our librarians received from WorkSource and shared with other staff will help the library to build future capacity, and allowed the work to continue after the grant period.

We are very pleased to announce that FVRL will continue many of the services started and implemented by the grant because the needs are still great in our communities. We may lose the subscription to *JobNow* because it is the most expensive one, but we will try to keep *WOIS* if our budget allows. As a replacement for *JobNow*, we are evaluating another less expensive job-related module offered by *LearningExpress*, a database with which we already have a subscription. *WinWay Resume* is here to stay because it's a software program we purchased and owned. We are continuing the lending of the netbooks, and may expand its use scope beyond job-related activities to increase its usage although the focus of the publicity is still on job search use. The Job Lab at the main library also will continue with the commitment made by our current volunteers till at least the end of 2010. (Completed task #31 – "Evaluation" on Work Plan.) The Project Manager will be meeting with the Community Libraries Director to discuss strategies of integrating job search services into our basic services.

Regardless of the numbers, there's no better way to sum up and compare the actual accomplishments of the project than by hearing patrons' own words, those who have benefited directly and received positive impact from the project.

Besides the stories depicted in the Columbian news stories, below are four job success stories we have received during the project:

- 1) One of our regular netbook computer users at a small branch in rural Skamania County told the librarian that the netbook was the only thing that's making her job search possible -- and she was offered an interview in Madison, Wisconsin.
- 2) A regular Job Lab patron, who filled out an evaluation form for Job Lab as recently as July 15, called long distance a month later during Job Lab hours letting us know how much he appreciated the help of our volunteers and of the lab. He now "got a new job in North Dakota, making good money and it should work out just fine." (in his own words.)
- 3) Deann, one of our Job Lab volunteers told us that this particular patron had come into the lab looking for help in preparing for his interview. The volunteers helped him out with some videos from our databases, tips on interview questions, looking up background info on the company etc. Then one day, when Deann was shopping at a grocery store, this patron recognized her and came up to thank her because he got the job offer! Needless to say, Deann felt very good and everyone was happy after hearing her story!
- 4) A comment from our Job Lab evaluation form: "In between two job offers right now – one guaranteed and one possible. ☺ Thanks for help."
- 5) A thank you letter from a patron who got help from our Job Lab in getting his financial aid reinstated so he could get back to school to be ready for a new job (see attachment #7.)

In addition, patrons have told us via the comment forms why our services were valuable in assisting them with their job search:

**Sample comments from Job Lab:**

- "Great help! I am recreating my resume after 40 years! I didn't know what to do first, now I do! Thank you!"
- "It helped me to format a resume. Made me more aware of word skills I need to improve."
- "The access to the Internet with a list of job search websites already found for me to access (is valuable)."
- "I was able to have a computer because my internet is down. Your staff was very helpful."
- "It was great. They helped me get my resume updated and ready to send to *JobNow* for further advice. Very helpful."
- "Yes, the resources are organized and easy to follow, + worthwhile + useful to people."
- "Fast internet access, clean computers, a printer, helpful staff, focused, quiet environment."
- "Kim was a great help assisting me in my job search. I am very grateful for this service and for her timely assistance."

- “I certainly appreciate the opportunity to work with Dee-Ann on my resume, thanks.”
- “Kim was very nice, very helpful, and knowledgeable. I love the resources.”
- “Yes, it’s great having someone who has time to help you out.” (learning to email.)
- “Having a dedicated place & getting out of the house! Wonderful volunteers.”
- “Reduced resume from 3 pages down to 2 pages.”
- “I was shown how to improve my resume and what job sites to go to. I was very impressed. Thank you!”
- “I was able to get a resume critique with valuable comments & tips.”
- “Very helpful – it provided resources that I wasn’t aware of.”
- “Exceptional help. Very professional.”
- “In every way....she (our volunteer) was awesome!”
- A comment form left at the front desk: “Please & Thank You! Let this program [Job Lab] continue, it is vital to the community! In the future, as more people are being “laid-off” of their jobs. There [sic] exists [sic] less and less job security!”
- From a frontline staff’s email: “I just spoke with a patron who wanted to express how vital the Job Lab has been to her job search. She really appreciates the one-on-one attention that she receives. The volunteers have given her tips about interview questions that she would not have otherwise known. She also appreciates the help she received in creating her resume. She hopes that the Lab can continue.”

Sample comments from **Classes**:

- “Great information. Thank you!”
- “Very helpful, thank you!”
- “Excellent – answer my questions and worthwhile.”
- “Thank you for this job search assistance.”

Sample comments from **Netbook Use**:

- “Allowed me to set up account with several job search programs and allowed me to access information so that I can further advance my career goals.”
- “Allowed me uninterrupted time to do a job search.”
- “I was able to apply for more jobs efficiently.”
- “It gave me time without pressure, less distraction.”
- “It was an excellent idea to provide notebook for the job seekers. The good thing about it, you can check it out right away without any waiting period. Thank you.”
- “I was able to apply for 3 jobs without the computer timing out.”
- “It helped me complete applications much faster than my computer at home.”
- “It was invaluable. It is needed when all the other computers are being used and the extra time I need.”
- “Very helpful. Internet access is important in job searching.”

- “Being able to take the netbook to a quiet area helps me to concentrate [sic] and get more done effitiantly [sic].”
- “I am very slow and extra time no one waiting for computer helps a lot.”
- “Makes my job search a lot easier and less stressful. It gives me many more options in my job search.”
- “The convience [sic] of not waiting for a computer has made it possible to get more done.”
- “I was able to apply to many jobs with the extra time and take the time to make sure my resume and applications were perfect.”
- “I did several online applications – it was so nice not to have to worry that the system would shut down while I was in the middle of an application.
- “I am able to post my resume with employers. Able to e-mail resume to self and access; able to complete more needed tasks without wasting time.”

Some added bonuses for the Project Manager and for our library were the one day “Renew Washington Communication Training” provided by the Gates Foundation on March 4th, as well as the help from GMMB on the communication plan. Many good sharing and learning happened during the training day and the communication plan helped us to solidify our approaches in amplifying the values of our library to our stakeholders. The subsequent peer-to-peer webinar sessions were especially helpful in helping the Project Manager to learn what other grant recipients were doing with their projects. We were able to encourage each other and learned from each others’ successes and pitfalls.

The Renew Washington grant / Get Job Help @ Your Library Project is a success because it has the support of all the staff and our patrons responded by using the resources and giving us valuable comments. The various departments (Project Manager, Graphics, Information Services, Volunteer Coordinator, Communication, Facebook team and branch supervisors etc.) involved most heavily with the project worked well together and were able to bounce off ideas among each other. We all have the same goal in mind – taking advantage of what this grant had to offer to help job seekers in our community using library resources and our expertise. In fact, the grant had lifted up the staff’s morale as we had a sense of doing something positive in this very negative environment, especially following the library’s budget and hour cuts last year. So Thank You, IMLS, Washington State Library and Bill & Melinda Gates Foundation, for giving our state a booster in helping the jobless, and our library a chance to implement such a worthwhile project.