

WASHINGTON STATE LIBRARY



Washington  
Secretary of State  
SAM REED

## 2009 Renew Washington Grants

### Final Narrative Report Cover Sheet

Date September 30, 2010 Contract # G-4305 Grant # 09-TC-020

Library Liberty Lake Municipal Library

Title of Grant Renew Washington

Amount Awarded \$20,000

**Grant Period**

Start Date November 9, 2009 Through September 17, 2010

Submitted by Pamela Mogen

**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 16 of 18 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 \$ 15,417.31 has been claimed and \$ 4,582.69 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**

In addition, send electronic copy to:

**anne.yarbrough@sos.wa.gov**



## Final Narrative Report

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

	Strongly agree
X	Agree
	Neutral
	Disagree
	Strongly disagree

Please explain: **Before this grant was won, Liberty Lake Municipal Library had little but general information and resources to help those in our community hard hit by the economic downturn and job loss. We also had little expertise in where to turn for more information for our patrons. This grant has turned that around and made our small library a powerhouse of information and resources that have made a difference for our community as well as a basis from which to enter into partnerships with other entities with effective strategies. Liberty Lake decision-makers agree that the Library made the right choice to focus our attention on this issue and be the front-line for the City in these challenging times for our citizens.**

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

**Situation:**

Like much of the U.S., Washington State has experienced a sharp increase in joblessness. As reported in *The Spokesman Review*, Washington Employment Security Department disclosed that unemployment in the state had risen from 4.7 % last year to 8.1% by March of 2009. Spokane County, Liberty Lake's home, rose higher to 9.7%. Translation: 23,910 people out of a workforce of 246,000 are now unemployed. Washington has responded with resources and programs to assist this large segment of our communities, but often this response is based on the ability to travel to help sites or own and know how to use computer resources. In addition, for those whose long-held jobs are not likely to return, new or improved skills are vital, especially those that require more than a beginner's level of computer skill. Libraries are once again seeing new faces driven by the need for help in finding jobs and gaining these new skills quickly.

Liberty Lake Municipal Library has responded to these needs with increased purchase of books on job-seeking and the application process, but a book-based response alone was not adequate to the urgency of the need both in the job search and the acquisition of

computer skills. In addition, the Library is only five years old, having begun as a volunteer effort in 2001 that was deeded to the city in 2003; therefore we have only a shallow collection of print resources in this area. Because of these inadequacies and the circumscribed options of a small city library, LLML is not able to meet the needs of our community's job seekers, those who need to update skills beyond the most basic level, or those who require more than a book-based solution.

**Objectives:**

Liberty Lake Municipal Library proposes to meet the needs of job-seekers and skill-builders for information, training, and guidance through a multi-media approach that will incorporate key resources in print, audio, video, and computer software for personal use by our patrons as well as group use in a class setting. We believe that a multi-media approach is essential, not only because people learn differently but many skills, such as those for successful interviews, are better taught visually or aurally. In addition, we propose the creation of a dedicated Career Center that will

1. enable individual patrons to use a selection of computer-based and print job-search tools and apply them immediately in the creation and printing/sending of resumes, cover letters, and enquires, incorporating computers, printer/fax machine, shredder (for preservation of personal information) all in one place and,
2. focus individual patrons on personal achievement of career, skills, and educational goals through software-based, networked tutorials; online databases; DVDs, books, and audio books.

In addition to the Career Center, funds purchased computer and audiovisual equipment that provided our meeting room with the technology that will enable it to be used for small and large group classes conducted by guest trainers on job-searching, the live teaching of computer skills as well as the acquisition of other, more specific job-related or entrepreneurial skills. Laptop computers and a charging cart were purchased for overflow of need from our PC units and to enable wireless, computer-based group classes to be conducted in our meeting room.

3. Summarize the results of the project, including activities accomplished, and any problems or unexpected outcomes encountered.
  - A. A study room was turned into a Jobs and Career Center containing three computers, a shredder and a printer dedicated to the purpose, relevant print materials were transferred into the new JCC Collection and new print, audio, and video resources were added. These computers were also loaded with resume creation software and equipped with headphones for users to watch or listen.**
  - B. All computers in the library have access to tutorial programs on Microsoft Office products purchased with the grant. Patrons can learn new computer skills independently at their own pace.**
  - C. The meeting room is now equipped to host classes or workshops via or incorporating a variety of media.**
  - D. Two workshops were held through partnership with Advanced Career Counseling on resume writing and interview techniques. On board for October**

is a “Meet the Employers” program through a partnership with WorkSource of Spokane.

- E. **Classes on introductory computer use were offered every Saturday afternoon for six weeks in July and August.**
  - F. **Problems: The economic downturn caused a spending freeze during most of the grant period which caused the postponement of purchase of grant components. This, in turn, caused program delays and the re-focus of the grant director’s attention to budget issues. The number of anticipated programs shrank as a result.**
4. In the context of your communication effort, quantify where possible, the results of the project. (For example, number of decision makers reached; number of people who received printed materials; number of staff that have participated in internal messaging or communications training; media coverage resulting from communications effort; changes in support from public decision makers; changes in funding levels for the library or services offered through the Renew Washington grant)
- A. **Number of decision makers reached: City Council members (7), Mayor, City manager, Library Board (5), Library Foundation (7). Total:20**
  - B. **Media Coverage: Library Newsletter (3,000), Local weekly paper: 2 articles, 2 community briefs, 1 advertisement (5,000 circ.), 1 feature story in regular edition of newspaper (6,000) and 1 feature story in newspaper’s special Business magazine (10,000)**
  - C. **Staff used in messaging and training: 10 (entire staff to different degrees)**
  - D. **Changes in services: dedicated space for jobs and career help, 9 more computers/no time limits, no-charge printing in B&W or color, self-paced computer skills tutorials, resume writing software, meeting room equipped for instruction in variety of media, career search database, increased number of print and non-print resources**
  - E. **197 uses of Jobs and Career Center room/computers in four months**
  - F. **Circulation of items in the Jobs and Career Center January-September: 120**
  - G. **Partnerships begun with WorkSource of Spokane and private career counseling service.**

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

**Survey results obtained from patrons indicate success in achievement of the objectives of the project in terms of the broad evaluation assessment employed (The Logic Model for Program Planning and Evaluation/Paul F. McCawley).**

- 1. Do patrons who access the Liberty Lake Municipal Library’s Career Center and Job Resource Program report an increase in their ability to utilize technology and resources to find a job?  
**70% reported YES**
- 2. What do participants gain from their experiences at the Library’s Career Center or from the job resource classes?  
**70% reported that they had updated their skills or learned new ones**

3. How do they use or do they intend to use what they have learned with their children, other family members, and other adults?

**88% reported YES they intend to share what they've learned**

4. What do participants see as the greatest impact of their participation in the classes?  
**Participants universally commented that the classes and the Center provided real help and encouragement in their search for new employment. They appreciated the free, up-to-date resources and a place in which they could concentrate on their task and have what was needed at hand.**

Short term outcomes:

- Patrons will acquire knowledge about the library's Career Center and Classes and the ability to use resources found there. **197 check-outs of Career Center computers in a four month period. Six persons attended the weekly introduction to computer skills class and all reported (anecdotal) that they were very pleased with the help they received in beginning use of Microsoft Office products. The Career database was utilized 48 times.**
- Patrons will acquire the computer and/or job searching skills needed to qualify for employment. **Most users of our resources and classes were people who had never used our Library before. They came to use the resources and then, after a week or so, did not return, making it impossible to know what the outcome of their use of our facility had been. This was compounded by a general reluctance to complete evaluation forms.**
- Patron attitude and motivation concerning their job or educational future will be elevated resulting from of the skills and knowledge acquired. **90% replied YES, they felt better about their job prospects or educational future as a result of the classes or Center resources**

Medium term outcomes:

- Patrons will continue to use these and other resources for knowledge and skill acquisition.
- Library policies will adapt and change to accommodate needs of patrons using these tools. **The Library's policies on printing charges (none) and time limits on computer use (no time limit) changed for those using the Center. These changes will be permanent.**

Long term outcomes:

- Patrons who use these resources will find jobs, complete courses, learn basic computer skills and/or pursue education.

The indicators of success will be increased skills for patrons, a positive change in their life, an improved condition through the ability to get a better job and changed attitudes and values to help parents become better providers and role models for their children.

**88% respondents said that they intended to share what they had learned with others and with family, 100% said that they were "very likely" to tell others about the Jobs & Career Center at the Library, and 90% stated that they felt better about their prospects as a result of classes or using the resources at the Center.**