

## Types of services libraries can provide to help jobseekers

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The below services have all been used successfully by one or more libraries in Washington State and serve as good examples of services that libraries can provide to assist jobseekers.

- Purchase books, videos, DVDs and other materials on job search skills, interview techniques, career options, building job skills, sustainable living skills, surviving economic crises.
  - Purchase software programs and databases to assist customers such as Bridges, WOIS/The Career information system, BrainFuse, JobNow, Learning Express, WinWay Resume, Career Library.
  - Change policies to allow customers to use computers for longer periods for job searching.
  - Purchase additional computers for use by job seekers.
  - Purchase and check out notebook computers to job seekers so they have more time on computers to prepare for jobs. Include flash drive with job seeking information on it.
  - Set up special work areas for job seekers with computers and resources all located together.
  - Set up full computer labs for job seekers; add volunteers or staff to assist customers on the spot.
  - Provide training to library staff on how to assist job seekers. Training can be provided by local experts, agencies, community groups, or WorkSource.
  - Develop a webpage which consolidates resources for job searchers, including links to local employment agencies, databases.
  - Present classes in the library on basic computer skills, resume writing, searching for jobs, interview techniques, living sustainably, budgeting for hard times, and much more.
  - Present classes on starting up a new business, using the knowledge and skills of local businesses, Chambers of Commerce,
  - Organize job networking groups to meet, strategize, and motivate people in searching for jobs.
  - Develop partnerships with local employment groups, government agencies, community groups, and assistance agencies to provide classes at the library, teach library staff how to assist job seekers, provide job and employment materials, and advise libraries on how to better serve the unemployed.
- Agencies with which libraries have partnered: WorkSource, Community Action Centers, Service Corp of Retired Executives (SCORE), Chamber of Commerce, Opportunity Council, Goodwill, Service Alternatives, Washington CASH Latino Outreach Program, local community colleges.
- Hire outside staff skilled in job searching to coordinate the library program.
  - Develop and train a cadre of volunteers to serve in the library as assistants to job searchers—both in their preparation and on how to use the library’s computers and databases/resources.