

12:01:01 From PLA Webinars to Everyone:
When using chat, be sure the "To" option near the bottom of the chat panel is "Everyone" so today's presenters and your fellow attendees can see your messages. Thanks!

12:01:23 From PLA Webinars to Everyone:
Need technical assistance with the webinar? Contact me using the Q&A window and I'll respond a.s.a.p. Thanks!

12:01:56 From Nicole Bach to Everyone:
Good morning, everybody! Happy to be joining you today from St. Louis!

12:02:02 From Elsa Ngan to Everyone:
Just making sure clicking everyone means "all panelists and attendees?" That's the option that works. Thanks! :)

12:02:09 From PLA Webinars to Everyone:
A follow-up email will be sent to all attendees (typically within 1-3 business days) with a link to the webinar recording. Also included will be the chat transcript, PDF versions of the slides, and a link to a boilerplate certificate of completion for this webinar that you can personalize as needed.

12:02:18 From Sarah Potwin to Everyone:
Hallu from Niagara Falls! Eager to learn today.

12:02:28 From Brendon Foster to Everyone:
Hello from Toronto Public Library!

12:02:37 From Jenny Reddi to Hosts and panelists:
Hello from Austin, Texas.

12:02:43 From Paula Keith to Everyone:
Hello from Georgetown, KY.

12:02:50 From PLA Webinars to Everyone:
Remember, everyone, to send your chat messages to "Everyone." Other attendees won't see your message if you don't send it to "Everyone." Thanks!

12:02:53 From Kathleen Pickering to Everyone:
Hello from Belen, NM

12:02:53 From Marissa Banda to Everyone:
Hi from Fresno, CA

12:02:54 From Hebah E to Everyone:
Hello for Elizabeth Public Library, NJ!

12:02:56 From Brenda Johnson-Perkins to Everyone:
Hello from Baltimore County Public Library!

12:02:57 From David Sniffin to Everyone:
How do we join Libsworks?

12:02:58 From Angel Suhrstedt to Everyone:
Hi there from Del City, OK!

12:02:59 From Edna Sherron to Everyone:
Hello everyone from Humboldt Public Library-the one in Tennessee! :)

12:03:01 From Brittany Wright to Everyone:
Hello from Tallahassee, FL!

12:03:01 From Michelle Sharp to Everyone:
Hello from Indianapolis, IN!

12:03:03 From Lora Short to Everyone:
Hello from Beattyville, KY

12:03:04 From Chris Morgan to Everyone:
Hi from Newburgh, NY

12:03:09 From Josh Caudill to Everyone:

Hello from Norman, OK!

12:03:09 From April Lankford to Everyone:
Hello from Graham, NC

12:03:10 From David Sniffin to Everyone:
Charlotte, NC checking in!

12:03:10 From Christine Dyar to Hosts and panelists:
Hello from Arapahoe Library District, Colorado!

12:03:11 From Christine Shelton to Everyone:
Hello from Plains Public Library, Montana

12:03:11 From Jovita Vas to Everyone:
Hello from Howard County Library System, MD

12:03:12 From Julie Niederhauser to Everyone:
Hello from Juneau, Alaska

12:03:12 From Brittany Harrell to Hosts and panelists:
Hi from South Carolina!

12:03:12 From Kelly Neuharth Porter to Everyone:
Hello from the Eastern Shore of Maryland

12:03:13 From Mary Kitiyakara to Everyone:
Hi, from Fairfax County, Va

12:03:17 From Elizabeth Daniels to Everyone:
Greetings from Tallahassee, FL!

12:03:21 From Christy Billings to Everyone:
Hi from Russell Library in Middletown, CT!

12:03:22 From Tammy Hanson to Hosts and panelists:
Hi everyone! Tammy from New Orleans

12:03:22 From Ameer Odom to Everyone:
Greetings from Monroe, NC!

12:03:23 From Julie Presley to Everyone:
Good afternoon from Essex, Maryland

12:03:25 From Amatul Momin to Hosts and panelists:
Hello from Toronto, Canada! Toronto Public Library

12:03:29 From Vince McGhee to Everyone:
Hello from Charles County Public Library!

12:03:30 From Karen Yelinek to Everyone:
Hello from Gwinnett County, Georgia!

12:03:30 From Lisa Jones to Everyone:
Hi, from Baltimore, MD!

12:03:31 From Karen Nielsen to Hosts and panelists:
Hello From Spokane WA

12:03:32 From Dianne Warren to Everyone:
Greetings from Glendale AZ

12:03:32 From Christine Dyar to Everyone:
Hello from Arapahoe Library District, Colorado!

12:03:32 From Nykia Eaddy to Hosts and panelists:
Hello from Bridgeport, CT

12:03:32 From PLA Webinars to Everyone:
Remember, everyone, to send your chat messages to "Everyone." Other attendees won't see your message if you don't send it to "Everyone."
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12:03:36 From Carl Jaskolski to Hosts and panelists:
Hello everyone, from Wisconsin

12:03:36 From Juana Lopez Centeno to Everyone:
Hello everyone from Nappanee Public Library, Indiana

12:03:37 From Yoly Avella to Everyone:

Good afternoon from Newburgh NY

12:03:38 From Jerilee Cook to Everyone:
Hi, from Howell, Michigan!

12:03:42 From Yvette Dow-Rose to Everyone:
Hello from Colorado Springs , CO

12:03:50 From Shelley Morris to Everyone:
Howdy from Cleveland, Ohio!

12:03:57 From Amatul Momin to Everyone:
Hello from Toronto, Canada! Toronto Public Library

12:04:00 From Deborah Stefano to Everyone:
Hello from South Jersey (Camden County)!

12:04:02 From Kristin Charles-Scaringi to Everyone:
Hello from Beacon NY

12:04:03 From Jodi Edstrom to Everyone:
Greetings from Carver County, MN!

12:04:03 From Karen Nesius Roeger to Everyone:
Here in Auburn, IN

12:04:04 From Brittany Harrell to Everyone:
Hi from South Carolina :)

12:04:10 From Lacey Miller to Everyone:
Hello from Colorado Springs, CO.

12:04:11 From Vickie Weyand to Everyone:
Hi from Brighton, MI

12:04:17 From Darlene Richards to Everyone:
Hello from Rochester, NY

12:04:27 From Nancy Allen to Everyone:
Hi from St Petersburg, FL

12:04:28 From Beth Maycumber to Everyone:
Hi, from St. Augustine, FL

12:04:35 From Sharon Peterson to Everyone:
Hi, Sharon from Raleigh, NC

12:04:37 From Norma Fultz to Everyone:
Hello from Rio Grande City, TX

12:04:41 From Diana Lee to Everyone:
Hi everyone! Diana (she/her) here in Toronto / Tkaronto, on the traditional territory of the Haudenosaunee Confederacy, the Wendat, and the Mississaugas of the Credit First Nation.

12:04:43 From Drea Douglas to Everyone:
Good morning from North Bend Public Library, North Bend, Oregon!
Fun fact: we are 250 miles southwest of Bend, Oregon. We don't ski but we do have beaches! ;)

12:04:56 From Erika Thornton to Everyone:
Hi there from St. Louis, MO

12:05:13 From Patricia Smolin to Everyone:
Greetings from Schaumburg (a Chicago area NW suburb).

12:05:27 From Estel Porras to Everyone:
Good morning from smoky Northern California.

12:05:31 From Jaclyn Bleich to Everyone:
Hello from Syracuse, NY!

12:05:40 From Marty Johannes to Everyone:
Hello from Overland Park, Kansas!

12:05:44 From Bisha Rumicho to Everyone:
Hello, from Columbus, Ohio

12:05:46 From Zia Meyer to Everyone:

Hi from Pittsburgh, PA
12:05:48 From Ellen Paulini to Everyone:
Hello from Cleveland!
12:05:49 From Christine Johnson to Everyone:
Hello from balmy Eastern CT
12:06:08 From Yuri Zietz to Everyone:
Hello from Towson, MD
12:06:11 From Eunice Rodrigues to Hosts and panelists:
Greetings from Etobicoke, Toronto.
12:06:20 From Julia Aquillano to Everyone:
hello from Saudi
12:06:27 From John Curreri to Everyone:
John Curreri Baltimore County Public Library
12:06:31 From Joseph Rowe-Morris to Everyone:
Hello from Dallas, TX.
12:06:37 From Kathy Buchsbaum to Everyone:
Hello! From Lynbrook NY!
12:06:42 From Africa (she/her) Hands to Everyone:
Hello from Greenville, NC. East Carolina University.
12:06:47 From Elton Louis to Everyone:
Hello from West Palm Beach, FL
12:06:52 From Shelli Golson-Mickens to Hosts and panelists:
Hi! Shelli from Columbia, SC
12:07:03 From Lori Hench to Everyone:
Hello from Towson, Baltimore County Public Library
12:07:07 From Myles Robert to Everyone:
Hello from Portland Public Library, Maine
12:07:20 From Jorge Rivera to Hosts and panelists:
Hello from Toronto Public Library
12:07:21 From Eunice Rodrigues to Hosts and panelists:
West Palm Beach sounds dreamy, Elton.
12:07:21 From Erin Kolb to Everyone:
Greetings from Clarkston, WA :)
12:07:23 From Cynthia Peterson to Everyone:
Hello from Plainview, Texas.
12:07:24 From Min Liu to Everyone:
Hello from Long Island, NY
12:07:36 From Carolyn Oldt to Everyone:
Hello from GCLS-New Jersey
12:07:47 From Elizabeth Iaukea to Everyone:
Hello from Tacoma, Washington
12:07:53 From Heidi Ziemer to Everyone:
Hello from Western New York!
12:07:57 From Danielle Acton to Everyone:
Hoosiers, thank you :)
12:07:58 From Steph Myers to Hosts and panelists:
Duluth MN
12:08:10 From Karen Nesius Roeger to Everyone:
Hoosiers - (people from Indiana)
12:08:11 From audrey dighe to Everyone:
Mr. Sanders' picture :)
12:08:16 From Jennifer Reynolds to Everyone:
Hello from Kentucky
12:08:18 From Jennifer Jean to Everyone:

Hello from Columbia, SC

12:08:19 From PLA Webinars to Everyone:
Remember, everyone, to send your chat messages to "Everyone." Other attendees won't see your message if you don't send it to "Everyone."
Thanks!

12:08:23 From Jamil Sameen to Everyone:
Hello from Nashville, TN

12:08:26 From Lola Shelton-Council to Everyone:
Hello from Savannah, GA!

12:08:33 From Michael Bryant to Everyone:
Hello from Fort Lauderdale, FL.

12:08:36 From D E Johnson to Everyone:
Hello, Pennsauken ,NJ

12:08:37 From Lina Kim to Everyone:
Hello everyone! - Toronto, Canada

12:08:39 From Wanda Haynes to Everyone:
Hello From Oklahoma

12:08:43 From Karly Feinberg to Everyone:
Hi from Maryland! 😊

12:08:51 From Jacob Rachwal to Everyone:
Hello from the Buffalo & Erie County Public Library !

12:08:56 From Lola Shelton-Council to Everyone:
I grew up In Pennsauken!!

12:09:01 From Antonio Forte to Everyone:
Hello from Westchester County NY

12:09:14 From Jon Mullineaux to Everyone:
Hello from Jon Mullineaux at Columbus Metropolitan Library - Columbus, Ohio

12:09:53 From D E Johnson to Everyone:
Really, we are still here. Great library!

12:09:59 From Larra Clark to Everyone:
Great to see you all! Thanks for joining us!

12:10:05 From Jennifer Reynolds to Everyone:
Hello from Pulaski County Library Somerset KY

12:10:13 From Pasha Moncrief Robinson to Everyone:
Hello from Cleveland, OH!

12:10:32 From Catherine Noonan to Hosts and panelists:
Hi from Alexandria VA

12:11:26 From Larra Clark to Everyone:
Thanks for mentioning National Workforce Development Month in September @Scott: <http://workforcemonth.com/>

12:11:54 From Robyn Jonston to Everyone:
How do I find out about the Library Workforce Group?

12:12:18 From Larra Clark to Everyone:
@robyn, we will have a link in a later slide about how to join the listserve.

12:12:39 From Larra Clark to Everyone:
Libswork folks in the webinar might also post in chat if anyone would like to share...

12:13:15 From Larra Clark to Everyone:
Labor Market Information (LMI)

12:13:23 From PLA Webinars to Everyone:
Strengthen Patron Workforce Opportunities with Labor Market Information August 26 at 12:00 PM Central Register for free at:

<https://www.ala.org/pla/education/onlinelearning/webinars/strengthen>

12:13:50 From Patricia Smolin to Hosts and panelists:

Will a recording be available so I can share later w/my colleagues who could not attend?

12:14:38 From PLA Webinars to Everyone:

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12:15:16 From Natalie Ruppert to Everyone:

LIBSWORK: If you'd like to subscribe, click here
<https://database.mail-list.com/app/subscribe?ln=libswork>

12:16:07 From Nicole Bach to Everyone:

Does anyone know what they're called in Missouri?

12:16:46 From Natalie Ruppert to Everyone:

Kentucky Career Center (Kentucky), Ohio Means Jobs (Ohio) Workforce I (Indiana)

12:17:04 From De'Trice Fox to Everyone:

Hello from Charlotte, NC!

12:17:06 From Larra Clark to Everyone:

MO:

https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwj0p8_Ky73yAhVmTt8KHckqAwcQFnoECAIQAA&url=https%3A%2F%2Fjobs.mo.gov%2Fsites%2Fjobs%2Ffiles%2Fdwd-mjc-map_08282018.pdf&usg=AOvVaw3E3eWRaab04s-DejIOZX45

12:17:16 From Audrey Dighe to Everyone:

hi from high point, nc

12:17:19 From Elizabeth Iaukea to Everyone:

American Job Center Locator:

<https://www.careeronestop.org/LocalHelp/AmericanJobCenters/find-american-job-centers.aspx>

12:17:31 From D E Johnson to Everyone:

DEJohnson89@gmail.com for recording. Thank you.

12:17:33 From Larra Clark to Everyone:

MO: <https://jobs.mo.gov/community/mo-workforce-system>

12:17:49 From Stacey Mulligan to Everyone:

Pennsylvania has a couple of successful CareerLink/public library co-locations/partnerships

12:19:26 From Nicole Bach to Everyone:

Thanks @Larra!

12:19:49 From Larra Clark to Everyone:

Sure @Nicole.

12:20:32 From Rosemary Farrell to Hosts and panelists:

Hello from Nyack, NY

12:21:26 From Larra Clark to Everyone:

We have a link to an archive (August 20) that shares information about the co-located workforce centers in PA. Very cool:

<https://www.ala.org/advocacy/workforce>

12:21:28 From Jody Thomas to Hosts and panelists:

We ran a pilot project last fiscal year and have an open application for a library partnership with local boards for FY22. We have learned a lot in working together.

12:22:12 From Larra Clark to Everyone:
Thanks @Scott!

12:22:20 From audrey dighe to Everyone:
thank you, scott

12:22:38 From Drea Douglas to Everyone:
So glad we'll get the slides - so much good stuff and trying to take notes.

12:22:44 From Drea Douglas to Everyone:
Thanks, Scott. :)

12:23:03 From Larra Clark to Everyone:
And just a reminder to folks that we really welcome your questions, comments and experiences here in the chat!

12:23:47 From Robyn Jonston to Everyone:
Definitely want to get info from chat after.

12:23:54 From Joseph Rowe-Morris to Everyone:
Our experiences partnering with Texas Workforce Solutions (The WIOA partner here) have been mixed. A lot of times it seems like most of our clients are people who they have either already failed or need a ton of help from us to actually access anything beyond a career fair through Workforce Solutions.

12:25:12 From PLA Webinars to Everyone:
The chat transcript will be shared along with the recording following this webinar.

12:25:12 From Larra Clark to Everyone:
@jody, is there a link you can share about your pilot? We are hoping to capture examples from all of you for future policy conversations

12:25:13 From Julie Willman to Hosts and panelists:
I have reached out to our local workforce (TX)development center and they have been unable to host programs/provide job support at the Library. Any suggestions on how to try to connect and work with them? They currently only offer programs in the county seat, not other cities in the county.

12:27:51 From Julie Brophy to Everyone:
One of the challenges we've had working with our local workforce boards is the "hoops" that participant have to jump through (e.g., very long sign-up required) that are often intimidating to customers with low tech skills. We're told it's because of how they're funded. Any ideas, suggestions, thoughts on how we can mitigate that issue?

12:27:52 From Marissa Banda to Everyone:
@shayne so would you consider educating high school students about FASFA/Scholarships a workforce project

12:28:14 From Joseph Rowe-Morris to Everyone:
That's very similar to our experience Julie.

12:28:48 From Karen Nielsen to Hosts and panelists:
It seems that worksorce connections are often lukewarm they are concerned that libraries will pull clients away from the worksorce office.

12:29:33 From PLA Webinars to Everyone:
Have a question for Scott or Shayne? Post it here in the chat window to "Everyone." We'll address all your questions shortly. Thanks!

12:29:40 From Larra Clark to Everyone:

call out to my Libswork colleagues: suggestions for outreach and connection with local workforce development folks? How to break through-- work arounds? I'll also ask Shayne and Scott in QA

12:29:57 From Tatiana Morales to Everyone:

We are working on a resume, job search, and interview skills workshop. We reached out to our local workforce/unemployment office for a collaboration. We had some response, but they seemed to be short staff, and were unable to help. Any tips to collaborating with this agencies that are already overworked?

12:30:00 From Africa (she/her) Hands to Everyone:

How does higher education factor into this work? My research is on how public libraries support nontraditional college-bound students, which I think dovetails into developing folks for the workforce. I'm wondering if there are any connections to be made among this group. Thank you.

12:30:13 From Arlene Weible to Everyone:

Some job seekers don't respond well to the client/case management used by workforce agencies ... that is where the more informal support that libraries provide can really make a difference!

12:30:37 From Elena Bonjour to Hosts and panelists:

Could you please email us the webinar slides?

12:31:18 From Lori Hench to Everyone:

Arlene, I am stealing that phrase "informal support." I like it.

12:31:26 From Norma Fultz to Everyone:

We have a great relationship with our local Workforce Development Solutions. We have three computers dedicated for job seekers and those needing to file for unemployment benefits. We also partner with WFS and our local EDC to host Job Fair and Resume/Career workshops.

12:31:30 From Elizabeth Iaukea to Everyone:

@Larra 0 identify programs whose participants are required to have a certain # of hours of work/learning each week - does the library have classes online learning that could meet these requirements?

12:31:32 From Larra Clark to Everyone:

@elena: you'll get slides!

12:31:34 From PLA Webinars to Everyone:

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12:31:49 From Joseph Rowe-Morris to Everyone:

Africa, we're looking at expanding links from our Adult Learning (ELL, GED, Basic Literacy) and our Workforce Services and part of that is looking at ways to support patrons continuing to higher ed. I don't think we have it figured out, but it is something we are looking at.

12:32:00 From Julie Willman to Hosts and panelists:

Do you folks in public libraries have staff working service desks assist patrons with questions about writing/updating resumes and applying for jobs, or is that something staff does not help with in detail because it is too time-consuming?

12:32:44 From Debbie Walter to Everyone:

For Africa: Contact me -- dwalter@uplnj.org Debbie Walter Union Public Library

12:32:51 From Africa (she/her) Hands to Everyone:

@Joseph: Where are you located?

12:32:53 From Edna Sherron to Everyone:

I offer classes on how to create a free resume, basic computer skills, refreshing interview skills, etc. The local Job Center employees refer their clients to me for assistance.

12:32:59 From Heather Severson to Everyone:

One of my biggest challenges is helping low-skilled workers who are aging or injured out of their labor-related jobs. Does anyone have any insights about that particular population of job seekers? -Heather from Pima County Public Library, Tucson, AZ

12:33:13 From Cherise Tasker to Everyone:

How are regional WIOA funds allocated? Population? Income Levels? Unemployment levels?

12:33:22 From Elizabeth Daniels to Everyone:

Maybe a similar experience here in N FL as previous comments. We tend to see "high touch" folks at my Library who are high need, multiple barriers, no/low tech skills

12:34:04 From Africa (she/her) Hands to Everyone:

Thanks, Debbie. I'm at handsa19@ecu.edu

12:34:07 From Arlene Weible to Everyone:

@Heather - for injured workers, make sure you refer to vocational rehab services in your state.

12:34:07 From Andrea Levandowski to Everyone:

@Tatiana if you are having trouble reaching out to the one stop/career center, you can try the local workforce board that manages them (if you haven't already). The people offering the services directly may be overworked and too busy to explore collaboration, but the board may have the capacity to see the value of collaboration.

12:34:10 From Joseph Rowe-Morris to Everyone:

Dallas, TX at Dallas Public Library. I manage the City Life, Education and Work Skills floor. We're trying to really figure out what we can do in terms of more support and services including higher ed. My email is joseph.rowe@dallascityhall.com.

12:34:16 From Julie Robinson to Everyone:

We offer workforce development classes teaching English to get the patron into the certification/college classes.

12:34:28 From Robyn Jonston to Everyone:

Memphis Public Libraries has the JobLINC Career Center. Has been around since 1990. www.memphislibrary.org/joblinc We collaborate with multiple agencies, providers and employers.

12:34:57 From Africa (she/her) Hands to Everyone:

Thanks, Joseph!

12:35:30 From Larra Clark to Everyone:

you all are awesome! Thanks for the shares here in chat. We'll have a short QA, but we'll also look for ways to address some of your questions in future ALA-PLA and Libswork resources/programs.

12:35:38 From Elizabeth Iaukea to Everyone:

If your state maintains a list of approved job search activities for those collecting UI benefits, try to get libraries' classes (library led or library-funded vendor online courses) on that list.

12:35:44 From Joseph Rowe-Morris to Everyone:

Andrea, we've actually had the opposite experience. The workforce board here is pretty aloof because we're hard to quantify and don't directly help their funding, but individual outreach folk have gotten involved in the past.

12:36:06 From Andrea Levandowski to Everyone:
@Joseph Haha! Everywhere is different! :)

12:36:26 From Eunice Rodrigues to Everyone:
Individual outreach sounds interesting @Joseph

12:36:54 From Joseph Rowe-Morris to Everyone:
Yep! And Texas' approach to public service is sort of "I guess if we have to" so we may get less support from state level or state associated services.

12:37:01 From Andrea Levandowski to Everyone:
I also recommend just showing up to meetings repeatedly. Become a fixture, listen for needs, and make the connections. It takes repetition for the message to get through to the right person at the right time.

12:37:08 From Heather Severson to Everyone:
@Arlene Thank you! Vocational rehab might be just the ticket.

12:37:09 From Phyllis Morena to Everyone:
Please remember there's an audience of young people who need workforce skills and experience in working with others -- Your local Workforce Development Board should be working with both in school and out of school youth

12:38:04 From Larra Clark to Everyone:
lead with how libraries can help meet workforce agencies meet their goals.

12:38:21 From Marissa Banda to Everyone:
YAAAASSS PHYLLIS

12:38:27 From Carlos Pin to Hosts and panelists:
Is funding for local workforce organizations based on numbers of clients served?

12:38:34 From Brendon Foster to Everyone:
Public libraries have always been "The People's University". Its customers can explore different careers through collections and programs and then begin to focus their career, and education goals.

12:38:47 From Heather Severson to Everyone:
Yes... it really does take work and consistency to demonstrate value, successful outcomes.

12:38:49 From Estel Porras to Everyone:
A big challenge has been people coming into the library that are technically challenged. They basically want you to do their resume for them. Wish we could.

12:39:18 From Elizabeth Iaukea to Everyone:
Ask WFD partners what their pain points are - who are they trying (unsuccessfully) to reach? Strategize how the library might help with specific needs.

12:39:25 From Elizabeth Clower to Everyone:
"track[ing]" an individual seems to go against library's responsibility for privacy? How do you reconcile those two issues?

12:39:27 From Heather Severson to Everyone:
Creation of a resume is a relevant way to introduce digital literacy competence.

12:39:42 From Marissa Banda to Everyone:
@estel brainfuse jobnow is a good resource!

12:39:44 From Eunice Rodrigues to Everyone:
That's a good question Elizabeth

12:40:08 From Edna Sherron to Everyone:

Our local Workforce Development Board focuses more on the adult population. There was a program in the past that hired young adult/teen workers but was phased out because of insurance issues

12:40:18 From Joseph Rowe-Morris to Everyone:

Estel, we essentially do at this point. The most consistently full and valued program we offer is a bookable career assistance session where the patron gets an hour of scheduled time with a library worker. Mostly we end up doing a mix of basic tech support and emotional support for patrons faced with the cruelty of modern job search.

12:40:27 From Estel Porras to Everyone:

We do have brainfuse pinned to our webpage. Thanks!

12:40:29 From Elizabeth Iaukea to Everyone:

@Elizabeth, Eunice - ask the patron if they would like to be referred to the WFD partner?

12:40:44 From Hebah E to Everyone:

How can libraries engage in this work without being guilty of "mission creep"? Many library workers want to help but often feel constrained based on the fact that most are not trained to be career coaches/counselors or lack social work skills to aid with unemployment applications. Are there any training opportunities for these skills for library workers?

12:40:45 From Carlos Pin to Hosts and panelists:

Please share metrics.

12:40:49 From Arlene Weible to Everyone:

Libraries definitely have one commodity that workforce offices are challenged to provide ... meeting space!

12:41:00 From Pam Jankowski to Hosts and panelists:

Everyone Workforce Development Board has a strategic plan. Review it to learn the local priorities.

12:41:42 From Dorothy Stoltz to Everyone:

Go to www.menti.com and use the code 4691 3683

12:41:47 From Estel Porras to Everyone:

Thank you! Scott and Shayne!

12:41:56 From Heather Severson to Everyone:

@Hebah: Inviting OneStop staff to collaborate with programs might be one way to help... they may be able to offer library staff training.

12:42:05 From PLA Webinars to Everyone:

Audience Activity #1 (two questions) Go to <https://www.menti.com> and enter the code 4691 3683 Each question will be displayed in Mentimeter when the presenter advances the slide. Attendee responses will be displayed in real-time in Zoom.

12:42:26 From Pam Jankowski to Everyone:

Every Workforce Development Board has a strategic plan. Review it to learn local priorities

12:42:29 From PLA Webinars to Everyone:

Audience Activity #1 (two questions) Go to <https://www.menti.com> and enter the code 4691 3683 Each question will be displayed in Mentimeter when the presenter advances the slide. Attendee responses will be displayed in real-time in Zoom.

12:42:30 From Carlos Pin to Hosts and panelists:

Please share metrics as they relate to funding for local workforce organizations.

12:42:53 From PLA Webinars to Everyone:

Audience Activity #1 (two questions) Go to <https://www.menti.com> and enter the code 4691 3683 Each question will be displayed in Mentimeter when the presenter advances the slide. Attendee responses will be displayed in real-time in Zoom.

12:43:18 From Natalie Ruppert to Everyone:

Hebah~We now have three Career Navigators on our staff. I will be talking about the program in next week's webinar!

12:43:42 From Scott B. Sanders to Everyone:

These results would be helpful to share with other workforce partners

12:43:48 From Hebah E to Everyone:

@Natalie - thanks, will check it out!

12:43:59 From Heather Severson to Everyone:

OTHER: Curated weekly job postings from multiple sources are available at all library branches. Links to job posting sources on library website.

12:43:59 From Larra Clark to Everyone:

We will have links in Shayne's slides, as well as on the PLA pages. Here's the guide she mentioned as a start: <https://workforce.urban.org/>

12:44:02 From Tatiana Morales to Everyone:

@Andrea Levandowski Thank you, I will try that route.

12:44:11 From PLA Webinars to Everyone:

Audience Activity #1 (two questions) Go to <https://www.menti.com> and enter the code 4691 3683 Each question will be displayed in Mentimeter when the presenter advances the slide. Attendee responses will be displayed in real-time in Zoom.

12:44:41 From Michelle Kiley to Everyone:

Career Source

12:45:17 From Joseph Rowe-Morris to Everyone:

We consider our free GED testing center and GED prep classes to be closely related to our workforce programs but I don't think it maps exactly to any of these categories.

12:45:26 From Larra Clark to Everyone:

if there are partners you'd like us to invite to speak with us in the webinar series, let us know in chat!

12:45:34 From Leah Langby to Everyone:

In our area Job Service staff visit rural libraries that don't have a job center in their area to have one-on-one consultations with people.

12:45:40 From Heather Severson to Everyone:

Yes, @Larra, we do to... also Career Online High School.

12:47:08 From Larra Clark to Everyone:

@joseph--yes! adult education is definitely part of workforce. In the Workforce Innovation and Opportunity Act, there is funding through Title II of the act.

12:48:16 From Larra Clark to Everyone:

PLA will be adding background on WIOA to our resource page as background for folks as we anticipate there may be Congressional action related to reauthorization.

12:48:40 From Jovita Vas to Everyone:

At Howard County Library System we are currently running a pilot project to help skilled immigrants overcome their barriers to employment. We offer English classes in the context of work, and other classes and activities for preparation for job search. We fill the gap students have in accessing workforce resources. Howard County Office of workforce

development staff conduct mock interviews and networking sessions for our students. We would like to share our learning and also learn from experiences other libraries have had in workforce services.

Jovita.vas@hclibrary.org

12:49:36 From Joseph Rowe-Morris to Everyone:

I love that Jovita!

12:50:52 From Jovita Vas to Everyone:

@Joseph Thank you

12:52:50 From Elizabeth Clower to Everyone:

@Jovita, does Upworldly Global work in your area?

12:53:32 From Larra Clark to Everyone:

This is another reason for launching this workforce series--in addition to "regular" workforce funding, the federal recovery funds (like CARES act or ARPA) also have provided new funding for addressing pandemic losses.

12:55:05 From Nicole Bach to Everyone:

I LOVE your vision.

12:56:03 From Jovita Vas to Everyone:

@Elizabeth I think they do ... we have not collaborated with them yet

12:59:20 From Carlos Pin to Hosts and panelists:

So you have an active/collaborative relationship with your local workforce organization? What does that partnership look like?

13:02:36 From Larra Clark to Everyone:

Love joint marketing to extend the reach of the library and the county agency!

13:02:58 From Robyn Jonston to Everyone:

All of this looks amazing and exciting!

13:03:23 From Michael Bryant to Hosts and panelists:

I enjoyed the presentation. I have another meeting to attend.

Will you email the slides to us?

13:03:36 From PLA Webinars to Everyone:

A follow-up email will be sent to all attendees (typically within 1-3 business days) with a link to the webinar recording. Also included will be the chat transcript, PDF versions of the slides, and a link to a boilerplate certificate of completion for this webinar that you can personalize as needed.

13:03:37 From Naomi Sutton to Everyone:

Ms. Hernandez, Please share how impressed I am with the work you and your team offered and assisted people with during these trying times.

13:04:22 From PLA Webinars to Everyone:

Have a question for Shanika and Xenia? Post it here in the chat window to "Everyone." We'll address all your questions soon. Thanks!

13:04:57 From Larra Clark to Everyone:

From our survey a year ago, PLA knows that a majority of public libraries transitioned in-person programs to online. How did this work for all of you in your libraries?

13:06:32 From Heather Severson to Everyone:

Pima County Public Library moved to virtual job help programs early, but we are concerned that the format creates barriers for our typical job help program participants. I wonder how we might utilize the hybrid service delivery model described by Xenia.

13:06:53 From Myles Robert to Everyone:

Could Xenia provide a list, or slide, of what organizations collaborated on the jobpak program, and what they contributed?

13:06:56 From Oleg Kagan to Hosts and panelists:
Do people get to keep the TechPaks?

13:07:06 From Myles Robert to Everyone:
It's such impressive work!

13:07:09 From Diane Moskal to Everyone:
Are any libraries already using or planning to use library volunteers to assist with digital literacy? A lot of retired boomers do have these skills and the time to apply them to a worthy cause.

13:07:11 From Michelle Sedillo to Everyone:
I second that, Myles

13:07:15 From Elena Rosenfeld to Everyone:
We saw a significant drop in virtual program attendees (the dreaded "Zoom Fatigue") around mid-June. However, we also have many who appreciate virtual programs - be it for safety or to time shifting. So, discussions on hybrid options are ongoing.

13:07:17 From Beth Maycumber to Everyone:
We are still creating lots of virtual program here at SJCPLS, but it's gotten harder to do as we are back to being open to full pre-Covid hours and we are very short-staffed throughout our system. The programs have actually gotten better and better, though I think perhaps viewership has also dropped off a bit!

13:07:20 From Julie Willman to Hosts and panelists:
In my community, programs aimed at adults were not very popular. We had both live and pre-recorded. Virtual storytime was very popular, and our social media had a lot more engagement, but virtual programs was not a hit.

13:07:28 From Effuah Chisholm to Everyone:
Interested in how you marketed these services. Thanks.

13:07:35 From Elsa Ngan to Everyone:
I am impressed with the work done by the Career Lab. Appreciate learning about it

13:07:56 From Heather Severson to Everyone:
The type of job help patron that I work with virtually is often much different than those who attended pre-pandemic, in-person programs. It is a big challenge to connect folks to virtual programs, overcoming barriers like lack of access to computers, internet, or confidence to deal with virtual platforms like Zoom or MS Teams.

13:08:00 From Elena Rosenfeld to Everyone:
Thank you for this information! What measures are you using to assess the impact of your efforts?

13:08:29 From Heather Severson to Everyone:
Phone lines would help SOOOOO much to support virtual programs.

13:08:42 From Jovita Vas to Everyone:
question for Xenia - What are the workforce center services you are connecting library patrons to?

13:08:59 From Hebah E to Everyone:
Were the techpaks circulating items or did patrons keep them?

13:09:09 From Hebah E to Everyone:
techpaks*

13:09:28 From Joseph Rowe-Morris to Everyone:
Larra, we've managed to do a whole bunch of virtual job programming and been boosted by a substantial increase in available hot spots and laptops for circulation. Still, we feel like there are a lot of people who needed us most were left behind. We can get a laptop, hotspot and

virtual, phone or chat assistant to a patron, but there's only so much we can do for a patron without basic literacy trying to complete the 30 page application with 100 question multivariat personality test and visual policy test required to get a job as a dishwasher at the local hotel.

13:09:44 From Heather Severson to Everyone:

I love it: Economic recovery is about EVERYTHING.

13:10:09 From Lisa Guetzkow to Everyone:

TechPaks included partnership with local electronic recycling organization called Tech Dump; Ramsey County Workforce Solutions, and digital literacy services through Literacy Minnesota to assist recipients with this skills. the packs included a hotspot, IT support, refurbished laptop and a digital literacy navigator

13:10:09 From Beth Maycumber to Everyone:

Joseph-- completely agree! Same experience here!

13:10:10 From Rhiannon Johnson to Everyone:

We have Community Connections Rooms in some of our locations that patrons/staff can reserve and we can use that to remotely connect with patrons who need more digital support. The remote connection also allows us to have some control over the computer remotely.

13:10:25 From Heather Severson to Everyone:

@Joseph, we feel similarly... that we are leaving folks behind.

13:10:37 From Elizabeth Clower to Hosts and panelists:

How was this effort all funded? Did you have to get funding quickly, if so how and through whom?

13:10:48 From Robyn Jonston to Everyone:

What do you use to access computers remotely?

13:10:52 From Lisa Guetzkow to Everyone:

Techpaks were for recipients to keep

13:11:08 From Brendon Foster to Everyone:

Wow

13:11:21 From Rhiannon Johnson to Everyone:

@Robyn, right now it is a band aid solution through our IT department.

13:11:23 From Larra Clark to Everyone:

Thank you @Lisa for sharing more details!

13:11:23 From Rhiannon Johnson to Everyone:

It

13:11:29 From Lisa Guetzkow to Everyone:

Techpaks also included referrals to workforce programs:

13:11:30 From Rosanna Crupi to Everyone:

wow. they got laptops to keep. that's incredible.

13:11:44 From Hebah E to Everyone:

@Lisa thank you!

13:12:02 From Martha Hardy to Hosts and panelists:

Xenia, it looks like the County and library career labs split. Can you talk a bit more about how and why that happened? How are you currently partnering with the County?

13:12:06 From Larra Clark to Everyone:

Lisa and Shanika work together at Ramsey County Workforce Solutions. Thanks to @Shanika for hanging in there with us during power outage, too!

13:12:42 From Heather Severson to Everyone:

We offer one-on-one resume consultations for an hour. This is my personal favorite... It seems to be most effective.

13:13:19 From Africa (she/her) Hands to Everyone:
Great work in Ramsey County!

13:13:23 From Heather Severson to Everyone:
Xenia, you provide excellent examples of keeping your fingers on the pulse of the community... "Knowing who answers the phone." So right!

13:13:24 From Sarah Mias to Hosts and panelists:
This is so awesome!!

13:13:26 From Elsa Ngan to Everyone:
Applause!

13:13:31 From Sarah Mias to Hosts and panelists:
Thank you for sharing!

13:13:32 From Effuah Chisholm to Everyone:
Can't wait for the slides! Thanks everyone!

13:13:50 From Robyn Jonston to Everyone:
Our virtual one-on-ones are up and running. Looking for ideas to increase use and provide effective services to customers.

13:13:57 From Alisa Lurie to Everyone:
Awesome! Really inspiring ideas!

13:13:59 From Brendon Foster to Everyone:
How did you measure longitudinal data (e.g. how many people got jobs or had positive impacts on their lives as a result of your services)?

13:14:03 From Rhiannon Johnson to Everyone:
Thanks for sharing Shanika and Xenia!

13:14:04 From Jovita Vas to Everyone:
Any ideas for how libraries offering workforce classes and collaborating with local workforce center, can connect with employers?

13:14:09 From Estel Porras to Everyone:
Will that last slide -lessons learned be shared?

13:14:11 From Joseph Rowe-Morris to Everyone:
@heather - Absolutely agree. The personal attention is the thing our patrons are missing most in other programs. Resume, job search and application assistance in one on one is the biggest step to filling the need our patrons have rather than the one we think they should have.

13:14:15 From Paula Keith to Everyone:
This sounds like a great program.

13:14:34 From Lisa Guetzkow to Everyone:
TechPak IT support was provided by TechDump for hardware and Mn Literacy Council for software

13:14:43 From Debbie Walter to Everyone:
For Joseph. I feel your pain. Let's get in touch.
dwalter@uplnj.org (NJ)

13:14:50 From Heather Severson to Everyone:
Success stories are the BEST... they support the data.

13:16:26 From Heather Severson to Everyone:
Yes: individual help is the key to the most effective results. Everyone has different needs. Our staff learns more and more as we work with individuals.

13:16:51 From Julie Willman to Everyone:
Can you remind me again how you trained your staff that worked the space?

13:17:14 From Paula Keith to Everyone:
Do you have any suggestions about how to get started in creating a Career Lab?

13:17:25 From Heather Severson to Everyone:
Regular meetings with our staff, and VERY active involvement of our Workforce Development Manager with partners have helped us stay current with evolving resources.

13:17:36 From Rosanna Crupi to Everyone:
Love the work your both doing. Incredible.

13:17:54 From Beth Maycumber to Everyone:
I loved the point on the final lessons learned slide" OVER-COMMUNICATE! I think lack of good communication is at the root of so many problems!

13:18:12 From Debbie Walter to Everyone:
Anyone working with their local Chamber of Commerce

13:18:55 From Elizabeth Fraser to Everyone:
How long is the hotspot on for? Do you continue to offer internet access?

13:18:56 From Jovita Vas to Everyone:
What are ways of sharing our learning with other libraries and learning from their experiences?

13:19:11 From Kelsey Ashton to Everyone:
@Debbie - yes, but not from a workforce development standpoint, rather as a part of the entrepreneurial ecosystem.

13:19:30 From Heather Severson to Everyone:
Local First initiatives might be great partners. For example, <https://localfirstaz.com/>

13:19:36 From Debbie Walter to Everyone:
Kelsey - can you explain?

13:19:38 From Edna Sherron to Everyone:
For those of you who partner with the local Job Centers in your community: do they offer training for their services so that the library staff are able to provide assistance?

13:19:49 From Eunice Rodrigues to Everyone:
@ Beth, yes the impact of constant communication is often underestimated.

13:19:52 From Sharon Peterson to Everyone:
Clarifying question - are Workforce Solution and the library system both Ramsey County depts.?

13:20:01 From Natalie Ruppert to Everyone:
Edna~

13:20:07 From Lisa Guetzkow to Everyone:
Hotspots are for 1 year and then we try to connect folks with local broadband resources and supports

13:20:13 From Kelsey Ashton to Everyone:
Sure - let's connect offline? My email is kelsey.ashton@jeffcolibrary.org

13:20:37 From Debbie Walter to Everyone:
thanks to Kelsey where are you? Debbie

13:20:42 From Heather Severson to Everyone:
@Edna, our local OneStop center trained library program instructors pre-pandemic, and we foster collaboration with their staff... There are increasing virtual offerings for such training...

13:20:44 From Elizabeth Fraser to Everyone:
Thank you Lisa

13:20:49 From Kelsey Ashton to Everyone:
Jefferson County, Colorado

13:21:09 From Larra Clark to Everyone:

@sharon--no, St. Paul is a city library; Ramsey County is the county agency. It can be hard, but it can make a huge difference!

13:21:26 From Joseph Rowe-Morris to Everyone:

@debbie - Yes some although we've had more luck with the more specialized groups. The Greater Dallas Hispanic Chamber of Commerce, The Oak Cliff Chamber of Commerce (which is neighborhood based rather than city wide) and Urban Intertribal Council have been more willing to get involved than the Dallas Regional Chamber.

13:21:42 From Kate Lapinski to Everyone:

Are the librarians that work in the career labs solely dedicated to working in the career labs?

13:22:12 From Dorothy Stoltz to Everyone:

Go to www.menti.com and use the code 63 76 77

13:22:14 From Paula Keith to Everyone:

Thanks for all of the valuable information.

13:22:15 From Larra Clark to Everyone:

I think this is such an important thing to remember: start somewhere, don't wait for it to be "perfect," and keep adapting.

13:22:20 From Heather Severson to Everyone:

It often depends on the individuals in those positions... And their mission, workload, etc... Collaboration initially adds work, but ultimately saves EVERYONE time by increasing efficacy and efficiency.

13:22:22 From Scott B. Sanders to Everyone:

awesome presentation

13:22:30 From Larra Clark to Everyone:

thank you so much!

13:22:31 From Edna Sherron to Everyone:

Thanks, Heather. Our community is experiencing a surge in COVID cases and although I have a plan in place, additional training can't hurt-especially if the Job Center closes again!

13:22:35 From PLA Webinars to Everyone:

Audience Activity #2 (two questions) Go to <https://www.menti.com> and enter the code 63 76 77 Each question will be displayed in Mentimeter when the presenter advances the slide. Attendee responses will be displayed as a word cloud in real-time in Zoom.

13:22:37 From Kelsey Ashton to Everyone:

Yes, a wonderful presentation! Thank you so much!

13:22:42 From PLA Webinars to Everyone:

Audience Activity #2 (two questions) Go to <https://www.menti.com> and enter the code 63 76 77 Each question will be displayed in Mentimeter when the presenter advances the slide. Attendee responses will be displayed as a word cloud in real-time in Zoom.

13:22:56 From Kate Lapinski to Everyone:

Xenia and Shanika, SUCH amazing work. I'm happy to have learned about it

13:23:00 From Estel Porras to Everyone:

Wow! So much packed into this hour and a half! Food for thought, and hopefully strategies moving forward.

13:23:08 From PLA Webinars to Everyone:

Audience Activity #2 (two questions) Go to <https://www.menti.com> and enter the code 63 76 77 Each question will be displayed in Mentimeter when the presenter advances the slide. Attendee responses will be displayed as a word cloud in real-time in Zoom.

13:23:32 From Larra Clark to Everyone:
I'm glad to see partnerships, friends! :)

13:23:42 From Heather Severson to Everyone:
Relationship cultivation deserves the time for the results.

13:23:45 From Xenia Hernández to Everyone:
So many great questions! Please feel free to reach out
Xenia.Hernandez@ci.stpaul.mn.us

13:24:06 From Lisa Guetzkow to Everyone:
@Sharon Workforce Solutions is county workforce programs and
services and we also have county libraries; and the city of Saint Paul
also has libraries. We work from a resident perspective so the experience
can be aligned

13:24:19 From PLA Webinars to Everyone:
Audience Activity #2 (two questions) Go to <https://www.menti.com>
and enter the code 63 76 77 Each question will be displayed in
Mentimeter when the presenter advances the slide. Attendee responses will
be displayed as a word cloud in real-time in Zoom.

13:24:37 From Shawna Ward to Hosts and panelists:
I apologize but I had to join late. We had a gas leak and I
couldn't get to a computer before now. Was the meeting recorded? If yes,
may I please have a copy of the recording? I just heard someone say
something about slides. Is it possible to get a copy of the slides? Thank
you, Shawna Ward

13:25:01 From Joseph Rowe-Morris to Everyone:
I think Kate Zwaard intro's a presentation or LoC with "We're poor
but we're scrappy and we like each other. Think Big and Make Friends."

13:25:17 From Scott B. Sanders to Hosts and panelists:
All of you have done a fantastic job with today's kickoff webinar -
- Congrats!!

13:25:31 From Heather Severson to Everyone:
Yes, @Joseph. Think Big, Make Friends.

13:25:46 From Heather Severson to Everyone:
To that end: heather.severson@pima.gov

13:25:47 From PLA Webinars to Everyone:
These links will be provided with the recording.

13:26:48 From Estel Porras to Everyone:
Fingers crossed!

13:27:25 From PLA Webinars to Everyone:
Strengthen Patron Workforce Opportunities with Labor Market
Information August 26 at 12:00 PM Central Register for free at:
<https://www.ala.org/pla/education/onlinelearning/webinars/strengthe>
n

13:27:27 From Brittany Wright to Everyone:
Thanks for the webinar. This was excellent.

13:27:32 From PLA Webinars to Everyone:
Strengthen Patron Workforce Opportunities with Labor Market
Information August 26 at 12:00 PM Central Register for free at:
<https://www.ala.org/pla/education/onlinelearning/webinars/strengthe>
n

13:27:36 From Elizabeth Iaukea to Everyone:
To subscribe to LibsWork listserv: [https://database.mail-](https://database.mail-list.com/app/subscribe)
list.com/app/subscribe listname is libswork

13:27:42 From Erin Kolb to Everyone:
Excellent webinar! Much thanks to all!

13:27:48 From PLA Webinars to Everyone:
Strengthen Patron Workforce Opportunities with Labor Market
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<https://www.ala.org/pla/education/onlinelearning/webinars/strengthe>
n

13:27:49 From Karen Nesius Roeger to Everyone:
So much to process!

13:27:52 From Karen Nesius Roeger to Everyone:
thank you!

13:27:55 From Christine Dyar to Everyone:
Thank you!

13:27:56 From Erika Thornton to Everyone:
Thank you so much for such a great webinar!

13:27:56 From Yuri Zietz to Everyone:
Thank you everyone!

13:27:59 From Heather Severson to Everyone:
This has been extremely relevant, helpful, and hopeful! Well done,
presenters and facilitators and tech background support!

13:28:01 From Antonio Forte to Everyone:
Thank you so much!

13:28:02 From Amatul Momin to Everyone:
Thank you!

13:28:02 From Yer Vang to Everyone:
Thank you!!!

13:28:04 From Nicole Bach to Everyone:
This was phenomenal. Thank you.

13:28:04 From Elizabeth Daniels to Everyone:
Thank you!

13:28:05 From Anasylvia Torres to Everyone:
Thank you!

13:28:08 From Laurie Meeske to Hosts and panelists:
Thank you!

13:28:09 From Syeira Anthony to Everyone:
Thank you! Xenia is awesome!

13:28:09 From Edna Sherron to Everyone:
Thanks!

13:28:10 From Mitzi Horrigan-Bartolucci to Everyone:
thank you!

13:28:11 From Carolyn Oldt to Everyone:
Thank you!

13:28:12 From Lora Short to Everyone:
Thank you

13:28:12 From Paula Keith to Everyone:
Looking forward to next week.

13:28:13 From Estel Porras to Everyone:
Thank you to all!

13:28:16 From Zia Meyer to Everyone:
Thank you!

13:28:20 From Tatiana Morales to Everyone:
can you share the presenter's contact info

13:28:23 From Jovita Vas to Everyone:
Thank you

13:28:25 From John Newcomer to Everyone:
Thank you all!

13:28:26 From Elizabeth Fraser to Everyone:
Thank you

13:28:30 From Beth Jones to Everyone:
Thank you

13:28:35 From Mary Kitiyakara to Everyone:
Thank you, it was very informative

13:28:36 From Karen Guthrie to Everyone:
Fabulous!!

13:28:37 From Drea Douglas to Everyone:
thank you!

13:28:44 From Monica Martinez to Everyone:
Thank you!