

11:57:31 From Paula Keith to Everyone:  
Hello from Georgetown, KY.

11:57:52 From Michael Schor to Hosts and panelists:  
Hello from Glendale, AZ

11:57:54 From Sylvia Polk to Everyone:  
Hello from Fort Worth, TX

11:58:02 From Adrian Mackey to Hosts and panelists:  
Hello everyone!

11:58:08 From Grace Haddad to Everyone:  
Hi! From Baltimore County, Maryland

11:58:17 From LISA BOLES to Everyone:  
Hello from Illinois

11:58:21 From Vince McGhee to Hosts and panelists:  
Hello from Charles county, Maryland!

11:58:24 From Kathleen Pickering to Everyone:  
Hi from Belen, New Mexico!

11:58:35 From Rebecca James to Everyone:  
Hello from Atlanta, GA

11:58:36 From Lewonda Gipson to Everyone:  
Hello from Mississippi

11:58:36 From Julie Presley to Everyone:  
Hi from Essex, MD

11:58:38 From Carolyn Oldt to Everyone:  
hello from Southern New Jersey!

11:58:39 From Judy Jones to Hosts and panelists:  
Hello from Youngstown, OH

11:58:51 From Michele Fenton to Everyone:  
Hello from Indianapolis, IN

11:58:56 From Lisa Jones to Everyone:  
Hi from Baltimore , MD!

11:58:58 From Angel Suhrstedt to Everyone:  
Hello from Del City, Oklahoma!

11:59:09 From Beth Maycumber to Hosts and panelists:  
Hi, from St. Augustine, FL!

11:59:10 From Julianne Moore to Everyone:  
Hello from Statesville, NC!

11:59:14 From Melinda to Everyone:  
Hello from Laredo, TX

11:59:19 From Joseph Rowe-Morris to Everyone:  
Hello from Dallas, TX.

11:59:23 From Wendy Sandford to Hosts and panelists:  
Ditto from Ringwood, NJ!

11:59:42 From Audrey Johnson to Hosts and panelists:  
Hello from Alabama

11:59:43 From Sara Koehn to Everyone:  
Hello from Sublette, Kansas!

11:59:55 From Yvette, PPLD to Everyone:  
Hello from Colorado Springs, CO

12:00:09 From Rabia Pirani to Everyone:  
Hello from Toronto, Canada!

12:00:11 From Staci Henderson to Everyone:  
Hi from Charleston, SC :)

12:00:12 From Julie Robinson to Everyone:  
Hello from Kansas City, MO

12:00:21 From Michael Schor to Hosts and panelists:  
The music is very relaxing. Thanks you PLA.

12:00:22 From Jake Rynicki to Everyone:  
Hello from Romulus, Michigan

12:00:27 From Beth Maycumber to Everyone:  
Hi, from St. Augustine, FL!

12:00:28 From Estel Porras to Everyone:  
Hello from Orland, CA!

12:00:34 From Kellie Johnson to Hosts and panelists:  
hello from Cheyenne, WY

12:00:35 From Eunice Rodrigues to Hosts and panelists:  
Hello from Toronto, Canada

12:00:35 From Amelia Valasek to Everyone:  
Hello from Boise, ID!

12:00:36 From Effuah Chisholm to Everyone:  
Hello from Decatur, GA

12:00:36 From Ashley Allen to Everyone:  
Good Afternoon form NYC!!! Hope everyone is feeling well and having  
a great day!

12:00:40 From Christine Campbell to Everyone:  
Hello from Colorado!

12:00:47 From Edna Sherron to Everyone:  
Hello from Humboldt, TN!

12:00:48 From Lauren Rossi to Everyone:  
Hello from NJ!

12:00:50 From Tammy Hanson to Everyone:  
hello from New Orleans

12:00:52 From Sara Peté to Everyone:  
Hello from Olympia, WA!

12:00:52 From Lori Hench to Everyone:  
Good afternoon from Towson MD

12:01:22 From Lisa Shaw to Everyone:  
Good day from Bangor, Maine!

12:01:33 From Jerilee Cook to Everyone:  
Hi from Howell, Michigan!

12:01:48 From Tracye Young to Hosts and panelists:  
Hello from Cynthiana, KY

12:01:48 From Erika Thornton to Everyone:  
Hi there from St. Louis Missouri!

12:01:57 From Vickie Weyand to Everyone:  
Hello from Brighton, Michigan!

12:02:13 From Alisher Burikhanov to Everyone:  
Hello from Frankfort, Kentucky!

12:02:13 From Terri Beverly to Hosts and panelists:  
Hi from Hastings, Fl.

12:02:14 From Louisa Tatum to Hosts and panelists:  
Hello from New York, NY

12:02:45 From Katherine Galbreath to Everyone:  
Hello from Perryville, MD

12:02:46 From Sally Clark to Everyone:  
Hello from Boca Raton Public Library.

12:02:58 From Hilary Witt to Everyone:  
Hello from Frankfort, KY.

12:03:04 From Larra Clark to Everyone:

Hello from Chicago!

12:03:24 From DaVian Smith to Everyone:  
I love your GLASSES Ms. Sherri!

12:03:34 From Larra Clark to Everyone:  
CHAT! :)

12:03:40 From Sherry Simpson to Hosts and panelists:  
Hello from Pope County, Arkansas

12:03:48 From Kay Yang-Cha to Everyone:  
Hello, from Minnesota ~~~

12:04:50 From Louisa Tatum to Everyone:  
Hello from New York Public Library - New York, NY

12:05:36 From Larra Clark to Everyone:  
Post your questions here, friends. PLA staff and our partners in the Libswork network will be monitoring and adding info here, as well as queueing up for the QA with speakers.

12:05:37 From Robyn Jonston to Everyone:  
Hi Louisa, I love your job and careers webpage. - Robyn, Memphis Public Libraries

12:06:55 From Louisa Tatum to Everyone:  
Thank you Robyn Johnson

12:07:15 From Carl Jaskolski to Hosts and panelists:  
Wisconsin here

12:09:13 From Myles Robert to Everyone:  
Hello from the Portland Public Library in Maine

12:09:36 From Christy Billings to Everyone:  
Hello from Middletown, CT!

12:10:06 From Clarissa Thomas to Everyone:  
Hello from the Lexington Public Library (KY)!

12:10:10 From Sara Koehn to Everyone:  
So excited about these presentations!! I am not just a Library Director here in Kansas but I am also on the KansasWORKS State Board and would love to see our workforce development offices statewide partner with libraries more. It seems we should be much closer partners than we are!!

12:10:17 From Amatul Momin to Hosts and panelists:  
Hello from Toronto Public Library, Toronto (Canada)

12:10:45 From Christine Johnson to Everyone:  
Can the link from the last slide be entered into the chat please?

12:11:03 From Ron Painter to Sara Koehn and all panelists:  
Thanks for serving Sara - hope we at NAWB can help strengthen the connection

12:11:39 From Sherri Moses to Hosts and panelists:  
Sorry Steven. I have the slides lined up for the end.

12:12:47 From Estel Porras to Everyone:  
Do you feel the Census is reliable? Just curious.

12:14:52 From PLA Webinars to Christine Johnson and all panelists:  
Hi Christine, which link was it you wanted posted in chat? Was it the link to America's Libraries: Essential Partners in Workforce & Career Services?

12:15:48 From Yvette, PPLD to Everyone:  
Can you provide some workforce programs or organizations that focus on 55+ workers? Thank you.

12:16:26 From Lisa Shaw to Everyone:  
Noted, Yvette. Thank you for the suggestion!

12:16:35 From Larra Clark to Everyone:  
Good questions @Estel. We can ask our speakers, but I will say for myself and my work with ALA and PLA (I'm a deputy director), that Census is the foundation for so much data, and definitely find it reliable.

12:17:05 From Rabia Pirani to Everyone:  
@Yvette - Yes, that would be very helpful

12:17:22 From Evangeline Reid to Everyone:  
is there a way to look at underemployment or those employed but still below or near poverty line?

12:17:43 From PLA Webinars to Everyone:  
<https://qwiexplorer.ces.census.gov>

12:18:07 From Estel Porras to Everyone:  
@Larra, thanks, I was just wondering.

12:18:11 From Ron Painter to Everyone:  
There are a number of resources for workers 55+. Among them, AARP and the Senior Community Service Program managed by various org's including local workforce development boards. Find your local board at [www.WorkforceInvestmentWorks.com](http://www.WorkforceInvestmentWorks.com)

12:18:13 From Larra Clark to Everyone:  
PLA has other great resources and webinars related to using census data (not just for workforce), if folks would like to dig into the topic more: <https://www.ala.org/pla/data/census>

12:18:44 From PLA Webinars to Everyone:  
<https://fred.stlouisfed.org>

12:18:54 From Larra Clark to Everyone:  
Cool! I did not know about FRED!

12:19:22 From PLA Webinars to Everyone:  
<https://www.onetonline.org>

12:19:26 From Ron Painter to Everyone:  
The Census and BLS, while they have limitations, are in my opinion, the gold standards of data.

12:19:43 From Yvette, PPLD to Everyone:  
Thank you @Ron Painter!

12:19:48 From Mark Daly to Everyone:  
I have come to realize O\*NET has a lot that can't be beat by other sources.

12:20:38 From Larra Clark to Everyone:  
Thanks for your notes in chat @ron. So helpful!

12:21:06 From Larra Clark to Everyone:  
Anyone else using O\*Net? Or hearing about it for the first time?

12:21:09 From PLA Webinars to Everyone:  
Links to these and additional resources cited by Stephanie will be included with the webinar recording.

12:21:53 From Ashley Nuhfer to Everyone:  
I'm really familiar with O\*Net. I've found the results to be really accurate.

12:21:54 From Erika Thornton to Everyone:  
First time hearing about it. Cool

12:22:34 From Larra Clark to Everyone:  
So great to have you here with us @Ron. Workforce boards are such an essential part of our community workforce ecosystem!

12:22:40 From Joseph Rowe-Morris to Everyone:

We use O\*Net some, but it's a pretty specialized tool. Most of our job seekers have a career field in mind already. It is useful for people making educational or training purposes though.

12:22:49 From Sherri Moses to Everyone:

Do you have questions for Ron or Stephanie? Please put them in the chat.

12:23:02 From Andrea Levandowski to Everyone:

Great into to LMI and resources, Stephanie!

12:23:29 From Larra Clark to Everyone:

Thanks Stephanie! Heldrich Center is doing so much good work!

12:24:42 From Sherry Simpson to Hosts and panelists:

First time

12:25:00 From Larra Clark to Everyone:

thanks @ashley, @erika, @mark and @joseph for sharing feedback on o\*net.

12:25:02 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!

12:25:24 From Arlene Weible to Everyone:

Adopting the language of WDA's such as "talent development for economic opportunity" is a great way to advocate for library services with decision-makers!

12:25:43 From Lisa Shaw to Everyone:

+1, Arlene!

12:25:44 From Larra Clark to Everyone:

everyone's questions, comments and experiences in chat add so much to these webinars.

12:25:58 From Larra Clark to Everyone:

Another +1 on that @arlene

12:26:28 From Clarissa Thomas to Everyone:

Great point, Arlene!

12:26:42 From PLA Webinars to Everyone:

A copy of the chat transcript will also be included with the webinar recording.

12:27:22 From Shawna Ward to Everyone:

Thank you!

12:27:58 From Elizabeth Iaukea to Everyone:

Ron how do you recommend that libraries get involved with the more formal work of (and funding for) say, adult basic education?

12:28:13 From Estel Porras to Everyone:

This may be way off base, but in terms of the census and workforce research, how can the homeless community be accounted for?

12:28:50 From Lisa Shaw to Everyone:

Excellent question and not off base at all.

12:29:11 From Eunice Rodrigues to Hosts and panelists:

+1 Estel.

12:29:26 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.

12:29:35 From Michele Farrell to Everyone:

What about the trade organizations for electricians, etc.?

12:29:57 From lisa viezbicke to Everyone:  
The Census has a very deliberate process to count unhoused individuals.

12:30:04 From Stephanie Holcomb to Everyone:  
Estel, I have found this Census flyer helpful for describing how they count people experiencing homelessness -  
[https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwjOWP6mm8\\_yAhXNdd8KHTPwBEoQFnoECAIQAQ&url=https%3A%2F%2Fwww.census.gov%2Fcontent%2Fdam%2FCensus%2Flibrary%2Ffactsheets%2F2020%2Fdec%2Fcensus-counts-homeless.pdf&usg=AOvVaw3yCsCqyZv7zzcK3JFAXuNV](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwjOWP6mm8_yAhXNdd8KHTPwBEoQFnoECAIQAQ&url=https%3A%2F%2Fwww.census.gov%2Fcontent%2Fdam%2FCensus%2Flibrary%2Ffactsheets%2F2020%2Fdec%2Fcensus-counts-homeless.pdf&usg=AOvVaw3yCsCqyZv7zzcK3JFAXuNV)

12:30:35 From Alicia Deal to Everyone:  
Stephanie, the link isn't working

12:30:55 From Estel Porras to Everyone:  
@Stephanie Thank you,, I will take a look!

12:31:01 From Andrea Levandowski to Everyone:  
<https://www.census.gov/content/dam/Census/library/factsheets/2020/dec/census-counts-homeless.pdf>

12:31:16 From Stephanie Holcomb to Everyone:  
Thanks Andrea!

12:31:17 From Alicia Deal to Everyone:  
thanks Andrea! it works now

12:31:30 From Estel Porras to Everyone:  
Thanks!

12:31:50 From Andrea Levandowski to Everyone:  
NJ teamwork makes the dream work, Stephanie. :)

12:32:07 From Lisa Shaw to Everyone:  
Please remember that the workforce board meetings are open to the public. Especially if entities are meeting hybrid or online, you each can attend those meetings. It's a great way to start building relationships.

12:32:16 From Larra Clark to Everyone:  
ALA and PLA did a ton of work related to census and its decennial count, if folks want to know more about how census does what it does:  
[https://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/govinfo/Census%20Guide%20Update\\_Jan2020.pdf](https://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/govinfo/Census%20Guide%20Update_Jan2020.pdf)

12:32:43 From Joseph Rowe-Morris to Everyone:  
@elizabeth We've found funding for adult education to be pretty available. At this point as a library we're doing GED, English Language and Adult Basic Literacy in house and have funding from governmental and corporate funders. Out in house adult learning department is about a dozen people for a 30 branch system. With that we run classes, a testing center and support activities.

12:33:08 From Larra Clark to Everyone:  
great point @lisa! It also sounds like a great place to learn what gaps or overlaps might exist and see how libraries might fit.

12:34:01 From Larra Clark to Everyone:  
great info @Ron, thank you!

12:35:33 From Louisa Tatum to Everyone:  
Most libraries provide services for documented and undocumented immigrants, so will there be support from the workforce board to support this population?

12:36:11 From Alicia Deal to Everyone:  
Good question, Louisa!

12:37:08 From Ron Painter to Joseph Rowe-Morris and all panelists:

This is great - can I ask where you are?

12:37:41 From Ron Painter to Everyone:  
I LOVE the U-6 data

12:38:02 From Joseph Rowe-Morris to Everyone:  
So, what if - forever reason - our local workforce board is either unwilling or unable to help? What are some other options.

12:38:29 From Michael Schor to Everyone:  
100% agree

12:38:39 From Larra Clark to Everyone:  
employment to population ratio... it really makes so much sense to strengthen economic and workforce development!

12:38:43 From Sara Peté to Everyone:  
Your local area may have a more accurate homelessness census - here is an example from Thurston County, WA:  
<https://www.trpc.org/457/Homeless-Census>

12:38:57 From Luis Rodriguez to Everyone:  
If you hold a program for a specific group (such as people working part-time looking for full-time employment), are there good partners/organizations to work with to increase attendance?

12:39:09 From Kristi Wilson to Everyone:  
What if your Workforce Board does not support the community or partnerships and only centralizes supports in one area of their service districts?

12:39:16 From Lacey Miller to Everyone:  
@Elizabeth Iaukea I second everything Joseph said as it is Pikes Peak Library District's experience, too. Libraries interested in participating in adult basic education and obtaining WIOA II funds through the Adult Education Family Literacy Act (AEFLA) might want to check with their state department of education to see how the AEFLA grant processes work locally. They could also see if there are local programs in their area who receive those funds. Libraries might be able to partner with a local provider if they don't have the resources to provide service on their own.

12:40:07 From PLA Webinars to Everyone:  
Audience Activity #1 (one question) Go to <https://www.menti.com> and enter the code 74 82 75 0 Question will be displayed in Mentimeter when the presenter advances the slide. Attendee responses will be displayed in real-time in Zoom.

12:40:15 From Larra Clark to Everyone:  
thanks @ron, @stephanie and @sherri! always so many good questions...

12:40:22 From PLA Webinars to Everyone:  
Audience Activity #1 (one question) Go to <https://www.menti.com> and enter the code 74 82 75 0 Question will be displayed in Mentimeter when the presenter advances the slide. Attendee responses will be displayed in real-time in Zoom.

12:41:35 From Karen Yelinek to Everyone:  
[indeed.com](https://indeed.com)

12:41:42 From Sara Koehn to Everyone:  
I also look at SHRM as I am also a HR professional besides Library Director.

12:42:03 From Lisa Shaw to Everyone:  
@Sara - that's excellent!

12:42:04 From Joseph Rowe-Morris to Everyone:

Other: We partner with our municipal civil service department on placing people into city jobs. We also work with non-profits like Unlocking Doors. We have to get creative because our workforce board is useless.

12:42:21 From Larra Clark to Everyone:

good adds @karen and @Sara. SHRM is newer to me, so good to know!

12:42:24 From Luis Rodriguez to Everyone:

The County Freeholders will announce job fairs and other programs for people looking for work, etc. in their weekly newsletter

12:42:25 From Julie Willman to Hosts and panelists:

@Joseph We have not had much luck with our local workforce board, but we are currently working with Goodwill Career Center to do weekly Job Help in our Computer Lab and provide extra support our Library staff is not able to provide.

12:42:54 From Diane Huckabay to Everyone:

University career services

12:42:57 From Julie Willman to Hosts and panelists:

@Joseph We are in neighboring counties in TX (I am pretty sure)

12:43:11 From Lisa Shaw to Everyone:

@David - We also now have digital access to all the newspapers! :D

12:43:13 From Julie Niederhauser to Everyone:

Excellent source of data for Alaska-Alaska Institute of Social and Economic Research <https://iseralaska.org/>

12:43:16 From Joseph Rowe-Morris to Everyone:

@diane Yes! Also the local Community College has proven to be a great resource.

12:43:28 From Ted Anderson to Everyone:

State Job centers of course

12:43:30 From PLA Webinars to Everyone:

<https://nkcareercenter.org/wib>

12:43:41 From Clarissa Thomas to Everyone:

How would I find the Board for Central KY?

12:43:52 From Larra Clark to Everyone:

thanks for adds @diane, @julie, @luis, @ted!

12:44:03 From Dorothy Stoltz to Everyone:

These are great resources. Thank you!

12:44:03 From Amatul Momin to Hosts and panelists:

We use Labour statistics ([https://www.statcan.gc.ca/eng/subjects-start/labour\\_](https://www.statcan.gc.ca/eng/subjects-start/labour_))

12:44:17 From Tara Johnson-Noem to Everyone:

<https://www.careeronestop.org/LocalHelp/WorkforceDevelopment/find-workforce-development-boards.aspx> Ron mentioned this website and I just found us on this site.

12:44:39 From Hilary Witt to Everyone:

@Clarissa <https://bgwib.us/>

12:44:42 From Julie Niederhauser to Everyone:

Alaska Economic Trends monthly magazine from the Department of Labor and Workforce Development-<https://labor.alaska.gov/trends/>

12:44:58 From Larra Clark to Everyone:

how fun to cite yourself!

12:45:06 From Clarissa Thomas to Everyone:

Thank you, @Hilary!

12:45:35 From PLA Webinars to Everyone:

<https://kystats.ky.gov/>



12:45:37 From Hilary Witt to Everyone:  
You're welcome. :)

12:47:35 From PLA Webinars to Everyone:  
<https://deming.org/>

12:48:33 From Larra Clark to Everyone:  
Find YOUR state LMI: <https://www.bls.gov/bls/ofolist.htm>

12:48:40 From Lisa Shaw to Everyone:  
If you like a good map tool for data and are rural, the Rural Opportunity Map has a lot of good information:  
<https://ruralopportunitymap.us/data/>

12:48:50 From Clarissa Thomas to Everyone:  
If anyone has any ideas/resources on developing a WFD framework within a library system, please share.

12:49:01 From PLA Webinars to Everyone:  
<https://nkcareercenter.org/locations/>

12:49:12 From Hilary Witt to Hosts and panelists:  
I need to leave for another commitment at 2pm. This has been great. Thank you all.

12:49:20 From Paula Keith to Everyone:  
Does the Kentucky Career Center oversee GED classes/testing? Does it have any connection with English as a Second Language learning? Here is Scott County, we get that question asked regularly?

12:49:56 From Tara Johnson-Noem to Everyone:  
The Kentucky Career Center network partners with SkillsU, which oversees contracts for GED classes and testing.

12:50:24 From PLA Webinars to Everyone:  
<https://www.naics.com/>

12:50:49 From Tara Johnson-Noem to Everyone:  
@Paula - here's a site to search for your local GED provider  
<https://kyskillsu.ky.gov/Pages/County-Contacts.aspx>

12:51:24 From Paula Keith to Everyone:  
Thanks. We used to have classes here, but in the last few years, these classes have bounced around a lot.

12:52:43 From Larra Clark to Everyone:  
<http://www.nkcareercenter.org/lmi>

12:58:46 From Estel Porras to Everyone:  
This seems especially pertinent at this time. I don't know how it is in your part of the country, but around here we have been having a lot of employers complaining about not being able to find workers.

12:59:16 From Lisa Shaw to Everyone:  
Estel - YES! Worker/labor shortage is a huge problem.

12:59:39 From Evangeline Reid to Everyone:  
@estel how do you think this helps employers find staff?

13:00:31 From Clarissa Thomas to Everyone:  
I think it is a nationwide problem with the Great Resignation and some people's inability to pass the drug testing. Several employers have mentioned that hurdle.

13:00:39 From Evangeline Reid to Everyone:  
to clarify, in this situation how would it help resolve that? it seems like the issues are not that there are not workers but that workers are unwilling to work the available jobs with the payment/benefits/etc

13:01:03 From Estel Porras to Everyone:

I mean the outreach they have to employers. I just don't understand (except for Covid concerns), why employers are not being able to find workers.

13:01:54 From Paula Keith to Everyone:

Here in Scott County, KY, we have a shortage of people willing to work available jobs and a problem with people passing the drug tests.

13:01:57 From Estel Porras to Everyone:

@Evangeline, yes, I think that is a big part of it.

13:02:07 From Clarissa Thomas to Everyone:

@Paula I am in KY too!

13:02:54 From Lisa Shaw to Everyone:

Starting to interact with your area/state WIBs is very helpful for getting that bigger picture. You begin to realize what policies and surrounding issues (housing availability, transportation, opioid addiction) are affecting the area.

13:04:26 From Effuah Chisholm to Everyone:

Thanks David! Great data sources.

13:04:36 From Ron Painter to Everyone:

NAWB is also happy to join if your state has a state-wide meeting.

13:04:42 From Lisa Shaw to Everyone:

We serve the same people, David. :)

13:05:01 From Evangeline Reid to Everyone:

We see it it! It is just the end of the slideshow

13:05:41 From Paula Keith to Everyone:

Kenton County libraries are awesome!

13:06:29 From Lisa Shaw to Everyone:

@Natalie - yes yes yes!

13:06:54 From Sherri Moses to Everyone:

Questions for Ron or Natalie? Please post them in the chat.

13:07:01 From Michael Schor to Everyone:

and good pay for those jobs

13:07:35 From Larra Clark to Everyone:

exactly @natalie and @michael!

13:08:10 From Joseph Rowe-Morris to Everyone:

@estel We see COVID concerns as a major issue, but also that employers aren't doing anything to reduce barriers. We're seeing companies that say they are desperate for work force still require a multipart computer application including personality test and multipart audiovisual exam before hiring a dishwasher at minimum wage.

13:09:12 From Larra Clark to Everyone:

Policymakers are definitely interested in how libraries might be already serving or might serve as access points for workforce... and also how libraries are supporting or might support career navigation for quality jobs.

13:09:13 From Todd Booth to Everyone:

Exactly @joseph!!

13:09:55 From Paula Keith to Everyone:

I wish that employers would still offer "paper" applications for job seekers. I had a patron in earlier this week, who not only didn't have a website link for a possible employer, he didn't have the computer skills to fill out an application.

13:10:08 From Larra Clark to Everyone:

crazy @joseph! what clear examples of the barriers that people can face.

13:10:28 From Clarissa Thomas to Everyone:  
@Paula So true. It becomes an equity issue.

13:10:37 From Estel Porras to Everyone:  
@Joseph, great points, all!

13:10:45 From Rabia Pirani to Everyone:  
Sorry my audio cut out! which was the resource that was just discussed? with job alerts according to skills/location?

13:10:57 From Beth Maycumber to Everyone:  
@Paula K: that seems to be the experience of patrons we have coming in pretty much every day

13:11:11 From Joseph Rowe-Morris to Everyone:  
@paula I keep hoping that at least some employers will begin to adapt to a tighter job market by finding more ways to let people in the door. So far I haven't seen it beyond the small business level. The big companies are still hiring as iff this was the post financial collapse job market.

13:11:22 From Michael Schor to Everyone:  
@Keith yes! Especially if those jobs don't require computer use experience.

13:11:54 From Julie Robinson to Everyone:  
We offer workforce English classes that focus on different trades. Giving refugees and immigrants the language skills needed to pass an entrance exam into a certification programs.

13:12:28 From Lisa Shaw to Everyone:  
@Joseph - have you seen this report? It REALLY drives home the challenges of complicated application processes:  
<https://www.upturn.org/reports/2021/essential-work/>

13:12:29 From Estel Porras to Everyone:  
@Paula, we see that all the time as well. Last week I had a young man who had no computer skills, wanting to make a resume. He was telling me what a hard worker he was. Sad state of affairs.

13:12:29 From Michael Schor to Everyone:  
@Julie That's a great idea!

13:12:36 From Paula Keith to Everyone:  
It was difficult to help the gentleman with the computer while social distancing. He didn't know what a mouse was or how to use it.

13:12:59 From PLA Webinars to Everyone:  
<https://www.kentonlibrary.org/job-search-central>

13:13:04 From Joseph Rowe-Morris to Everyone:  
@lisa I haven't seen that! Thank you!

13:13:15 From Larra Clark to Everyone:  
do you have good participation for these programs @julie? do you have a partnership or specific outreach to connect with people who need to gain workforce English? very cool.

13:13:17 From Clarissa Thomas to Everyone:  
@Julie What library system?

13:13:19 From Lisa Shaw to Everyone:  
@Paula - so important for your area workforce boards to hear this.

13:13:32 From Estel Porras to Everyone:  
Lisa Shaw, thank you. I will look at this as soon as the webinar ends.

13:13:47 From Ron Painter to Everyone:  
@Julie - that work is very helpful. Performance standards & funding workforce boards work under sometimes make the "prep" work hard to do.

13:13:49 From Julie Robinson to Everyone:  
@Michael [www.kclibrary.org/rise](http://www.kclibrary.org/rise) will show some of what we have - many are on hiatus due to Covid

13:13:54 From Lisa Shaw to Everyone:  
@Estel - it's jaw-dropping.

13:14:16 From Joseph Rowe-Morris to Everyone:  
@paula Yeah. That's a huge barrier. We were doing bookable hour long assistance sessions before the pandemic, but it isn't a low contact activity.

13:14:19 From Michael Schor to Everyone:  
@Julie thanks!

13:15:06 From Julie Robinson to Everyone:  
@ Clarissa Kansas City Public Library in Missouri

13:15:08 From Edna Sherron to Everyone:  
One of the issues that our patrons have experienced is computer-only applications. The majority of those in my town who are actively searching for employment have little to no computer skills- but they do have applicable work experience. Our library offers basic/intermediate computer classes, but participation was low pre-COVID

13:15:16 From Paula Keith to Everyone:  
Our county is having a major increase in COVID cases so we are having to backtrack on some of our services.

13:15:23 From Joseph Rowe-Morris to Everyone:  
@lisa I wish we had a useful workforce board cared? Mostly they don't.

13:15:57 From Michael Schor to Everyone:  
@Paula Same problem here.

13:16:11 From PLA Webinars to Everyone:  
<https://nkcareercenter.org/erg-2/>

13:16:24 From Shawna Ward to Everyone:  
@Julie I would like more information about your workforce English classes that focus on different trades. [Shawna.ward@phoenix.gov](mailto:Shawna.ward@phoenix.gov)

13:16:33 From Lisa Shaw to Everyone:  
@Joseph - we had that at a state level - very frustrating. Change in administration helped. I did make some really good relationships with other [also frustrated] attendees, though.

13:16:48 From Clarissa Thomas to Everyone:  
@Julie Me too. [cthomas@lexpublib.org](mailto:cthomas@lexpublib.org)

13:16:49 From Judy Jones to Hosts and panelists:  
I agree Edna, many people don't know how to use a computer and want the librarian to do it for them.

13:17:03 From Joseph Rowe-Morris to Everyone:  
@edna We've been looking a lot at how to square the patron need of "I want a job" with the answer of "take a computer class." Mostly we think it just doesn't work. We're moving more and more towards direct assistance on the application or resume.

13:17:17 From Michael Schor to Everyone:  
@Julie same. [mschor@glendaleaz.com](mailto:mschor@glendaleaz.com)

13:17:22 From Edna Sherron to Everyone:  
I'm not sure that our local workforce board is present in our community...we never hear anything from the members

13:17:35 From Clarissa Thomas to Everyone:  
I read those stories each week. Great job!

13:18:30 From Lisa Shaw to Everyone:

@Edna - I actually had to go hunt mine down. I got a lot of side-eye at first when I started showing up at these. :D

13:18:35 From Mark Daly to Everyone:

@joseph we offer one to one resume help but "don't touch the keyboard" which can be tough.

13:18:36 From Paula Keith to Everyone:

We had to cut back on our computer class offerings (pre-COVID) because there were too many no shows. Also, people may not be interested in taking a class just to learn how to access and fill out an application.

13:18:53 From Evangeline Reid to Everyone:

Natalie, this is so thorough and thoughtful. Thank you

13:19:54 From Larra Clark to Everyone:

are people moving to "book a librarian" model or other one-on-one help instead of classes to help folks who lack ability to apply online?

13:20:12 From Judy Jones to Hosts and panelists:

Yes Larra, I am super busy with that model.

13:20:30 From Larra Clark to Everyone:

thanks @judy. I believe it!

13:20:37 From PLA Webinars to Everyone:

<https://www.nawdp.org/page/CWDPCertification>

13:20:40 From Joseph Rowe-Morris to Everyone:

@mark Yeah, that was our policy as well, but we're trying to figure out why? We spent the first three waves of the pandemic signing up for vaccination appointments and filling in housing assistance applications and I think the barrier is less useful than we thought it was.

13:20:42 From Mark Daly to Everyone:

@lara I love book-a-librarian as a model but lack of computer skills in the first place is a barrier

13:20:49 From Shawna Ward to Everyone:

We hold 4 virtual one on one job assistance sessions a week at my library. We also teach in person classes (Computer Basics and Resume Writing) one day a week.

13:20:50 From Sara Koehn to Everyone:

We do not have a workforce development office in town as we are small and rural with a pop. of less than 2000. So my library would be THE workforce development office within a 30-60 mile radius.

13:21:27 From Eunice Rodrigues to Hosts and panelists:

That's a good point @Mark

13:21:40 From Lisa Shaw to Everyone:

@Sara - It really is!

13:21:40 From Judy Jones to Hosts and panelists:

I even helped with PUA unemployment. That is the most challenging thing I have done while working at a public library. It's like a labyrinth!

13:21:41 From Edna Sherron to Everyone:

@Lisa: I asked about the local workforce board at the chamber of commerce and promptly got silence, confusion (them, not me) and the deer-in-the-headlights look (again, them, not me) :D

13:21:44 From Julie Willman to Hosts and panelists:

@Larra, we have moved more towards Book a Librarian, but we are directed to not type resumes for patrons or type in information for their online applications - so the issue is they need help, but where can they get the exact help they need.

13:22:03 From Sherri Moses to Hosts and panelists:  
I think we should cut audience participation so we have time for at least one Q&A.

13:22:03 From Larra Clark to Everyone:  
@mark what is the barrier if a librarian is teaching basic skills one-on-one? I think i'm missing something!

13:22:04 From Lisa Shaw to Everyone:  
@Edna - :D :D #relatable

13:22:33 From Louisa Tatum to Everyone:  
For any library staff that is looking to take on workforce initiatives, you can use the New York Public Library's Career Service Office resources <https://www.nypl.org/education/adults/career-employment/snfl>

13:22:35 From Dorothy Stoltz to Everyone:  
How cool - the retired HR director for the Cincinnati Reds works for the library as a Career Navigator.

13:22:46 From PLA Webinars to Everyone:  
These resources will be included with the webinar recording.

13:22:47 From Paula Keith to Everyone:  
We had offered a whole range of classes and at first, all the classes were full. As time went by, patrons would register and then not show up.

13:22:47 From Larra Clark to Hosts and panelists:  
I can also run slides in background without you having to talk about them, sherri, while QA.

13:22:55 From Effuah Chisholm to Everyone:  
Thank you.

13:22:57 From Mark Daly to Everyone:  
@larra we are restricted in offering in-person sit-next-to-you services, doing it online (which creates a barrier, we know)

13:23:04 From Larra Clark to Hosts and panelists:  
thank you!!

13:23:05 From Edna Sherron to Everyone:  
@Larra: I'm moving to one-on-one since a patron came in last week and ignored protocol

13:23:12 From Clarissa Thomas to Everyone:  
Can we get a copy of Natalie's presentation?

13:23:29 From Louisa Tatum to Everyone:  
@Mark we have figured out how to offer virtual services via phone, zoom, skype, google meet etc.

13:23:30 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.

13:24:00 From Clarissa Thomas to Everyone:  
@PLA Thank you!

13:25:44 From Mark Daly to Everyone:  
@Lousia many in our community lack wifi and computers to connect with us - we've considered doing it in the library (sitting at different computers, in different rooms) -- cumbersome!

13:26:08 From Paula Keith to Everyone:  
Transportation is a problem here as well.

13:26:18 From Joseph Rowe-Morris to Everyone:  
Are you seeing employers lower barriers at all? Easier applications, more forgiving to offender status, changes to credential requirements?

13:26:29 From Louisa Tatum to Everyone:  
Are counties or libraries looking into supporting getting people access to internet?

13:26:44 From Estel Porras to Everyone:  
This is a lot to digest and so fascinating! Thank you to all the presenters and the PLA for this very rich slate of presenters and knowledge!

13:26:55 From Shawna Ward to Everyone:  
We check out laptops and hotspots in order to help our customers find employment. I think the funds came from a grant we received.

13:27:11 From Michael Schor to Everyone:  
Thank you everyone!

13:27:11 From Elizabeth Iaukea to Everyone:  
When you have a great success in an area like you do in Kenton county, how do you at the state level encourage other areas to partner with their local libraries?

13:27:16 From PLA Webinars to Everyone:  
These resources will be included with the webinar recording.

13:27:19 From Lisa Shaw to Everyone:  
@Mark Daly - The Emergency Connectivity Fund is meant to help libraries address that with lendable hotspots and laptops, but it's certainly not a panacea.

13:27:19 From Effuah Chisholm to Everyone:  
Laptops and hotspots circulation.

13:27:21 From Paula Keith to Everyone:  
Thanks so much of the information, especially the resource listings.

13:27:24 From Joseph Rowe-Morris to Everyone:  
@louisa We are lucky enough to have a robust laptop and hotspot circulation program. We were bootstrapping it before COVID but then expanded rapidly with CARES funds.

13:27:33 From Lynnette Feliciano to Hosts and panelists:  
excellent presentation, valuable information. thank you!

13:27:39 From Michele Farrell to Everyone:  
Thank you so much for all your great work!

13:27:48 From PLA Webinars to Everyone:  
<https://www.ala.org/pla/education/onlinelearning/webinars/libraryu>

13:27:51 From Staci Henderson to Everyone:  
This was wonderfully informative. Thank you all!

13:27:52 From Lacey Miller to Everyone:  
Thank you!

13:27:53 From Alicia Kobak to Everyone:  
September 26th is a Sunday?

13:27:55 From Dorothy Stoltz to Everyone:  
September 23rd - CredentialsQ

13:27:55 From Sophie Pan to Hosts and panelists:  
Thank you so much!

13:27:56 From Sarah Potwin to Everyone:  
great work! great session!

13:27:57 From Grace Haddad to Everyone:

Thank you

13:27:58 From Larra Clark to Everyone:  
September 23 for next workforce webinar on credentials!!

13:28:00 From Louisa Tatum to Everyone:  
Kudos to all that are providing hotspots and labtops

13:28:03 From Louisa Tatum to Everyone:  
Thanks

13:28:03 From Larra Clark to Everyone:  
thanks everyone!

13:28:04 From Laura Tilghman to Everyone:  
Thank you to all presenters

13:28:05 From LISA BOLES to Everyone:  
thanks

13:28:07 From SUAIHIAMLUNG PAMEI to Everyone:  
thank you

13:28:08 From Edna Sherron to Everyone:  
Thank you for the great resources and info!

13:28:09 From Julie Robinson to Everyone:  
thank you

13:28:11 From Christine Campbell to Everyone:  
Thank you!

13:28:14 From Carolyn Oldt to Everyone:  
Thank you

13:28:15 From Leslie Jacobs to Everyone:  
Thank you

13:28:19 From Ashley Nuhfer to Everyone:  
Thank you

13:28:36 From Juana Lopez Centeno to Hosts and panelists:  
Thank you!!