

## Community Needs Assessment

✓ **Check** the statements that you have a solid understanding.

X the statements where you need more information or familiarity on this topic.

1. \_\_\_ I have a good understanding of the economic crisis and its impacts on communities.
2. \_\_\_ I am able to direct patrons to community social services, such as unemployment, housing, emergency healthcare or food stamps.
3. \_\_\_ My library provides dedicated computer stations with extended time limits to allow for completing online applications, e-government forms and online tutorials.
4. \_\_\_ My library has a dedicated job center.
5. \_\_\_ My library has photocopiers, printers and fax machines conveniently located.
6. \_\_\_ My library provides wireless connections and laptop stations.
7. \_\_\_ My library is able to open earlier 2-3 mornings a week to accommodate the economically impacted.
8. \_\_\_ I connect patrons to free, good quality online sources of self-directed training on basic computer skills.
9. \_\_\_ My library offers training and classes to build a variety of technology skills.
10. \_\_\_ My library offers 1:1 tutoring on basic computer skills.
11. \_\_\_ Staff at my library are well-informed enough about current ideas and tools to be able to assist patrons.
12. \_\_\_ Staff at my library know how to respond to job seekers in a positive and productive manner.
13. \_\_\_ I inform patrons about the use of social networking and an online presence.
14. \_\_\_ I am able to plan a networking event, or series of events, at my library to facilitate peer knowledge exchange.
15. \_\_\_ I practice techniques to manage my own stress.
16. \_\_\_ I understand the kind of stress people experience from job loss and economic difficulties.
17. \_\_\_ I practice techniques to manage my response to stressed patrons.

## THINGS YOUR LIBRARY CAN DO.....

### to create a friendly place

#### Free print copies for job seekers

Offer one free copy of resume on nice resume paper.

Offer 5 free resume faxes per week!

Remove time limits for computer use for job seekers

Open early  
1-2  
days/week  
for job  
seekers  
only.

Have a flexible phone policy for those in need.

Chat daily with a job-seeker.  
Ask what they're doing and what they need.

Offer free coffee during job center hours.

Can't afford coffee?  
Ask a local bank or business to sponsor it!

### to build programs for job seekers

Create handouts about library services for job seekers

Bookmark popular job search sites on your public computers

Feature the best of your collection for job seekers in a display or on your website.

Create an online job center

Offer workshops on resume-writing

Offer library meeting rooms to local workforce agencies.

Offer 1-on-1 interview tutoring

Start a job club

## to support entrepreneurs

**Create a display of the best of your business collection**

Offer library space for small business meetings

Find partners (like SCORE) to offer business workshops in the library

**Include a business link on your website home page**

Set up a small business center next to your job center.

Post an “entrepreneur readiness” checklist—find one online, like the SBA’s “20 Questions” guide.

Host networking opportunities for entrepreneurs, including people in the arts and crafts.

Get out of the library and get to know the small business community better!

## to increase patrons’ financial skills

*Offer credit report workshops, including free printing of credit reports*

Bookmark financial resources on your public computers—there are many!

Use a story-time format to highlight financial topics—get the whole family involved!

***Provide handouts on 10 steps to financial well-being ([projectmoney.org](http://projectmoney.org))***

Offer “penny-pinching” workshops

Provide information about bankruptcy – both discreetly and in workshops.

**§ Offer student loan workshops §**

*Start a savers club*

## to support families

Schedule job seeker workshops to coincide with storytimes.

Start a "coupon exchange club" to help families save money.

Place a computer in the children's area for parents to use for job-seeking

Provide "tough times" info on help with bill paying, food pantry locations, emergency housing, etc.

Invite Ag. Extension to do a workshop on home vegetable gardening or raising chickens in the backyard.

Offer just-for-fun family programming on Friday or Saturday nights to help those struggling financially to spend time together as a family.

Offer workshops on how to live on a restricted income

Enlist a mental health professional to provide pro bono workshops on dealing with the stress of job loss.

## to stay informed

Have the local workforce agency provide workshops to library staff about how to use their services

Have "lunch and learn" sessions for staff once a week

At staff meetings, ask each person to share an experience with an un(der)employed patron.

Create and sustain relationships with local social service agencies.

Offer mini-workshops for staff on social networking and new tech tools for job seekers

Provide "reference interview" training with role playing and practice

Collect success stories!

Assign a "PR" person on your staff to stay in touch with local media and keep the library's services "top of mind"

# to build community connections



Have a breakfast for the Chamber of Commerce or local politicians to let them know what you are doing.

Learn about local social service agencies, their hours and what they do.

Create a "Help for Hard Times" flyer with community information

Create a Social Services bulletin board with brochures & flyers from local agencies

Recruit retirees for resume evaluation, interview help and computer tutoring.

**Bring in reps from the local community college to offer student loan workshops**

*Get your library board involved!*

Ask your Workforce Board where you can "fill in the gaps" so you aren't duplicating already-successful efforts.

## Advocacy/Communication Assessment

✓ **Check** the statements that you have a solid understanding.

X the statements where you need more information or familiarity on this topic.

1. \_\_\_ I know ideas and strategies for marketing and outreach.

2. \_\_\_ I have a marketing plan, with target audiences identified and next steps defined.

3. \_\_\_ I am able to communicate the value of the library as a support system for the development of the local economy.

4. \_\_\_ I have effective strategies for articulating the value of the library's services.

5. \_\_\_ I know ideas and strategies for marketing and outreach to the small business community.

6. \_\_\_ I am aware of the sensitive nature of financial topics for individuals.

## Partnerships Assessment

✓ **Check** the statements that you have a solid understanding.

**X** the statements where you need more information or familiarity on this topic.

1. \_\_\_ I understand best practices and strategies for building successful partnerships.
2. \_\_\_ I have identified a list of other potential partners to approach, including non-traditional choices.
3. \_\_\_ I have identified and approached appropriate partners to implement programs or services.
4. \_\_\_ I find volunteers from community organizations to help deliver services and programs.
5. \_\_\_ I have identified local and state workforce agencies that provide services to job seekers and the unemployed.
6. \_\_\_ I have established contact with the appropriate workforce agency and broached collaboration suggestions.
7. \_\_\_ I have identified a list of other potential partners to approach, including non-traditional choices.
8. \_\_\_ I have identified and approached appropriate partners to implement programs or services for job seekers.
9. \_\_\_ I connect with business leaders, entrepreneurship groups or inventors clubs in the community.
10. \_\_\_ I attend local business meetings and serve on committees.
11. \_\_\_ I have identified a list of potential partners to approach, including non-traditional choices.
12. \_\_\_ I have identified and prioritized programs and services to support entrepreneurs and small business.
13. \_\_\_ I have identified and approached appropriate partners to implement them.
14. \_\_\_ I have identified local and state agencies that my library can work with to provide financial education.
15. \_\_\_ I have identified a list of other potential partners to approach, including non-traditional choices.
16. \_\_\_ I have identified and approached appropriate partners to implement financial education programs or services.

## Collections Assessment

✓ **Check** the statements that you have a solid understanding.  
X the statements where you need more information or familiarity on this topic.

1. \_\_\_ My library has a basic collection of print and online resources relating to social services.
2. \_\_\_ I use existing resource guides and have adapted them to meet local needs.
3. \_\_\_ My library has a current collection of print and online resources relating to basic computer skills.
4. \_\_\_ I know what databases my library has on basic computer skills.
5. \_\_\_ If my library doesn't have adequate databases, I am able to network with other libraries to share database access.
6. \_\_\_ My library has general print and online resources on financial literacy.
7. \_\_\_ My library's financial literacy resources have been aggressively weeded for the most current and useful.
8. \_\_\_ I am familiar with and able to assist patrons on online financial literacy resources.
9. \_\_\_ My library has created an online directory of financial resources.
10. \_\_\_ My library website has a link to the state library (or other relevant library) resources for financial literacy.
11. \_\_\_ I have created handouts listing my library's and other community agencies' resources for financial education.
12. \_\_\_ My library has a basic business collection of print and online resources.
13. \_\_\_ I have adapted our business collection to meet local needs.
14. \_\_\_ My library has developed an online directory to a list of websites that answer business questions, including how to secure funding.
15. \_\_\_ My library website has a link to the state library (or other relevant library) small business resource section.
16. \_\_\_ I know what databases my library has to support entrepreneurs and I understand how to use them.
17. \_\_\_ I am familiar with the free resources of the US Public Workforce System.
18. \_\_\_ I have created displays of resume writing, job seeking and/or interviewing resources.

## Action Plan: Workforce Recovery at Your Library

<b>Where you are now?</b>	
---------------------------	--

For your priority:

- ▶ identify which components you intend to focus on
- ▶ identify the next steps and the resources you will use
- ▶ identify who you will work with to achieve each component of your priority
- ▶ set deadlines and record status as you progress

Your Priority Actions	Next Steps/Resources	Who?	When?	Status
<b>Priority :</b>	▶			
	▶			
	▶			
	▶			
	▶			

**How do you know when you've succeeded?**