National Study of Public Libraries

Method	Scope
Literature Review	Websites Program Materials Annual Reports
Survey	Target: Sent to 150 State Library Staff (3 per state) Response Rate: 55/150= 37% Coverage: 35 states
Interviews	Target: Contacted 60 local libraries Response Rate: 22/60= 37% Coverage: 21 states

What Career Services Do Libraries Offer?

Classes

Online Job Search Support

Resume Development

Job Application Assistance

Literacy Programs

Test Preparation

Cover Letter Development

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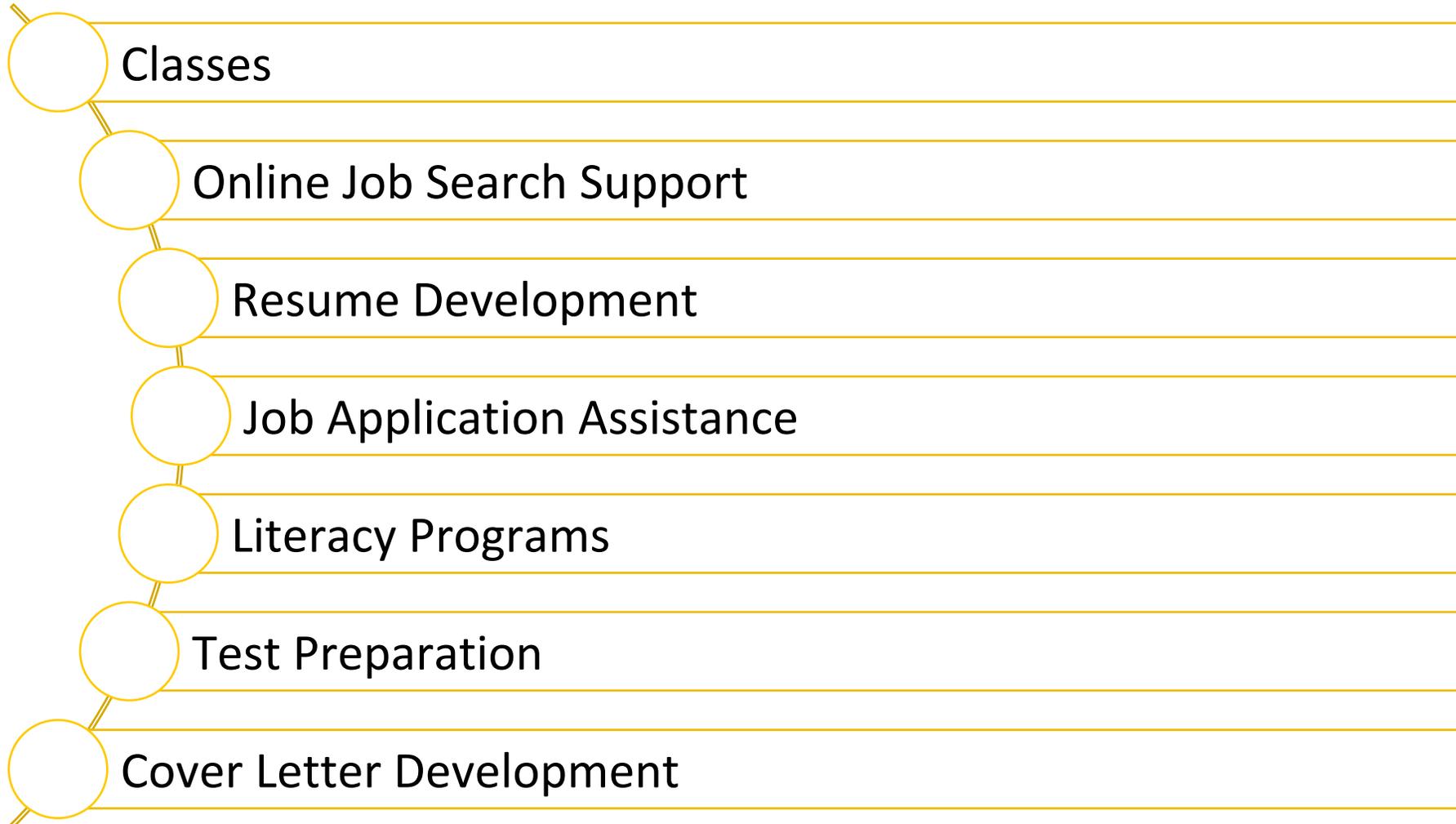
# Question: How would you describe the current demand for career services?
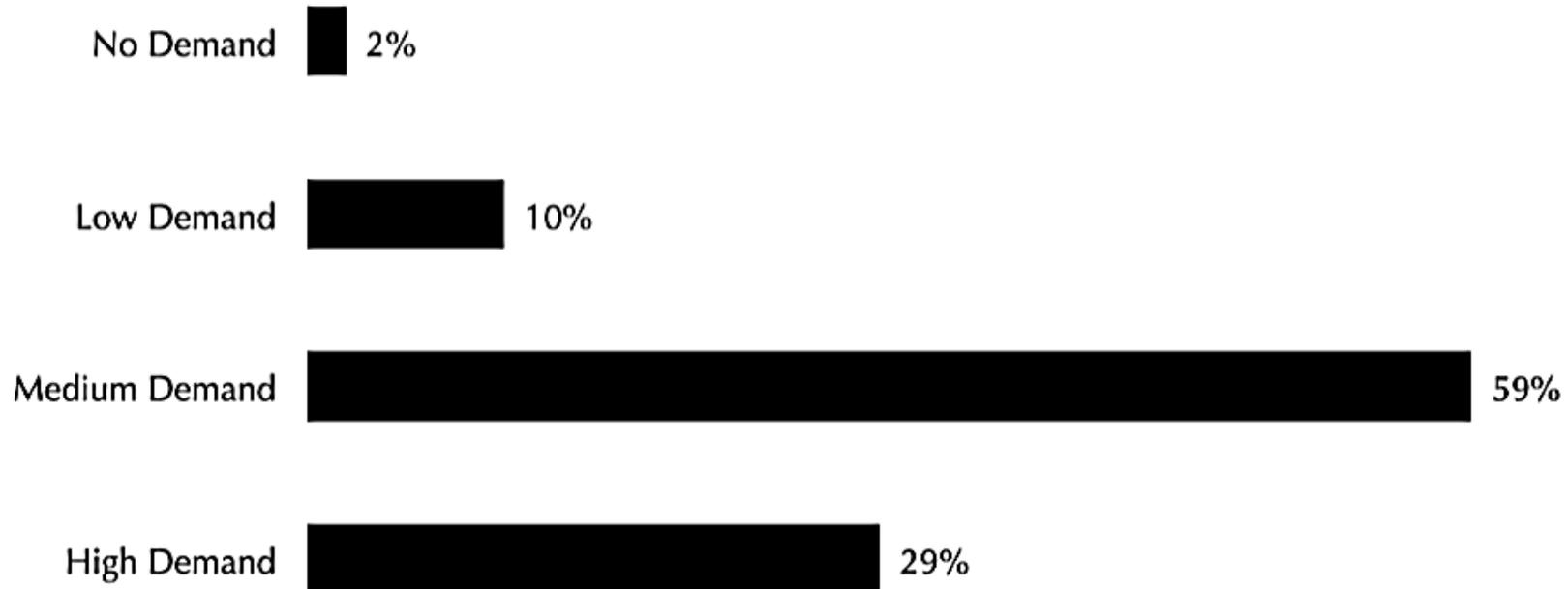
Source: 2018 Career Services at Public Library Study, John J. Heldrich Center for Workforce Development

Question: Do you think the role of public libraries in career services will increase, decrease, or stay the same?
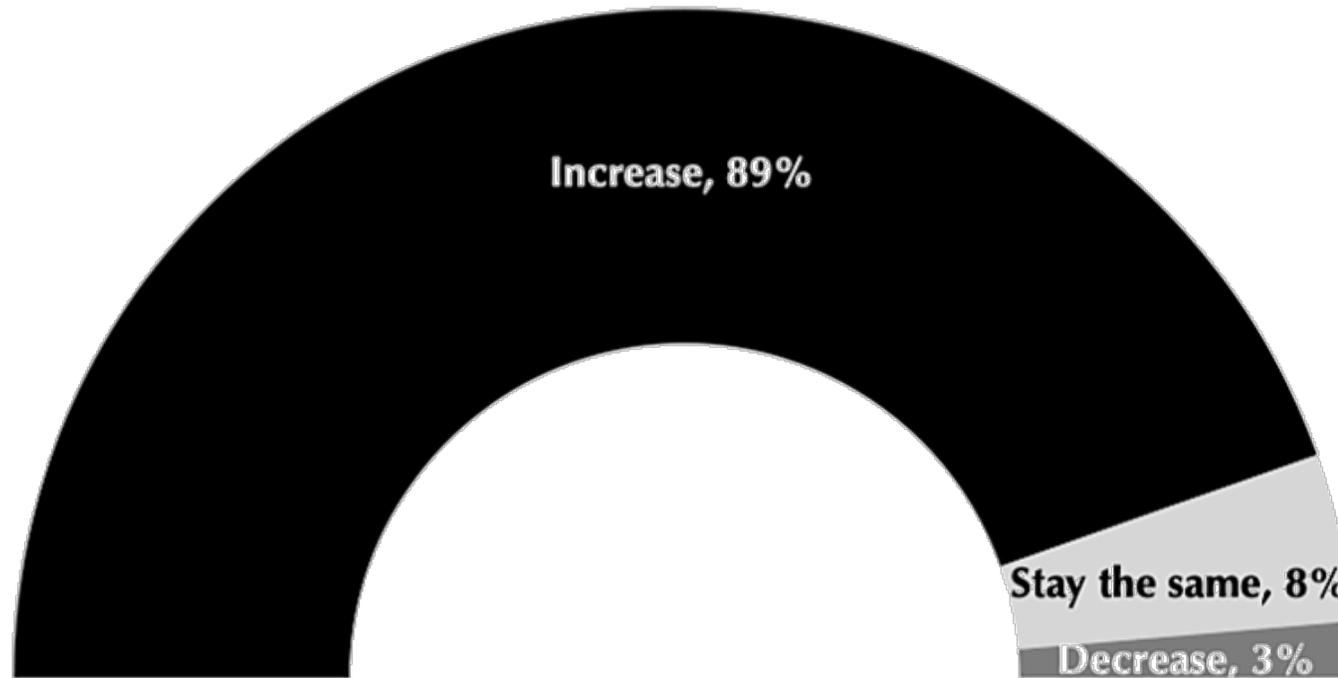

Increase, 89%

Stay the same, 8%

Decrease, 3%

Source: 2018 Career Services at Public Library Study, John J. Heldrich Center for Workforce Development

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Library Challenges

What type of additional resources would better support library career services in your state?
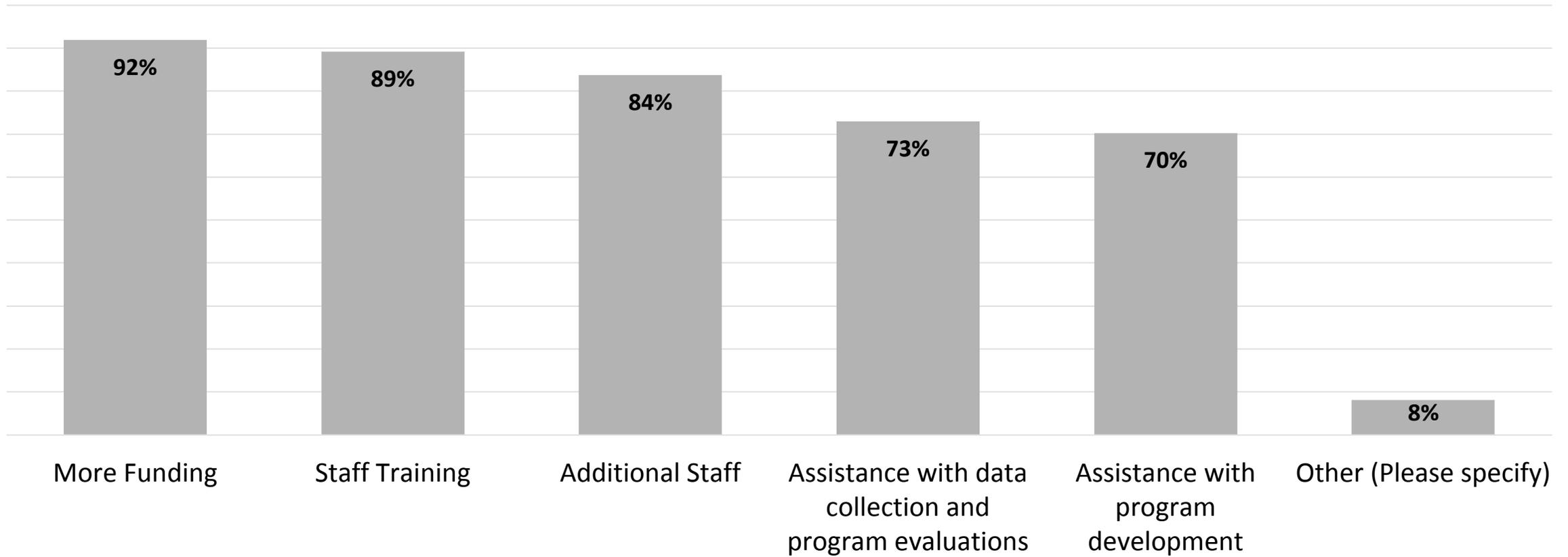
Source: 2018 Career Services at Public Library Study, John J. Heldrich Center for Workforce Development

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Strengths of Library Systems in Provision of Career Services

Flexibility to respond to community needs

Convenient, welcoming, and responsive nature of public libraries make them the first stop for job seekers

Historical involvement in this area

"Residents know us"

Longer operating hours

Computer technology and high-speed internet access

Meeting spaces

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A Review of New Jersey Public Libraries' Virtual Services

Method	Scope
Literature Review	293 Public Library Websites, including both independent locations and county systems Time frame: July – October 2020
Interviews	3 Roundtable Sessions Coverage: 50 librarians and library staff

State of Virtual Library Services in New Jersey

Significant adaptations to operate in a virtual environment

Job seeker resources and job search programming are sparse

Programming focuses -- recreation, wellness, resource and community connections, and the digital divide

Little sharing of assets across libraries within the same county, operating in virtual and physical siloes

Disparity of resources, programming, and protocols between libraries leading to customer confusion

Communication of services to the public can be unclear

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# Acknowledging the Complex Challenges of an Economic Recession

Communities of Care

*"Communities of Care promote **mental health and wellbeing through community-level prevention solutions,** such as fostering social connections, improving the built environment, and increasing access to economic opportunity."*
–The Prevention Institute

Why it's important during the COVID recovery:

Figure 1: Experiences of Symptoms of Anxiety or Depression by Age Group
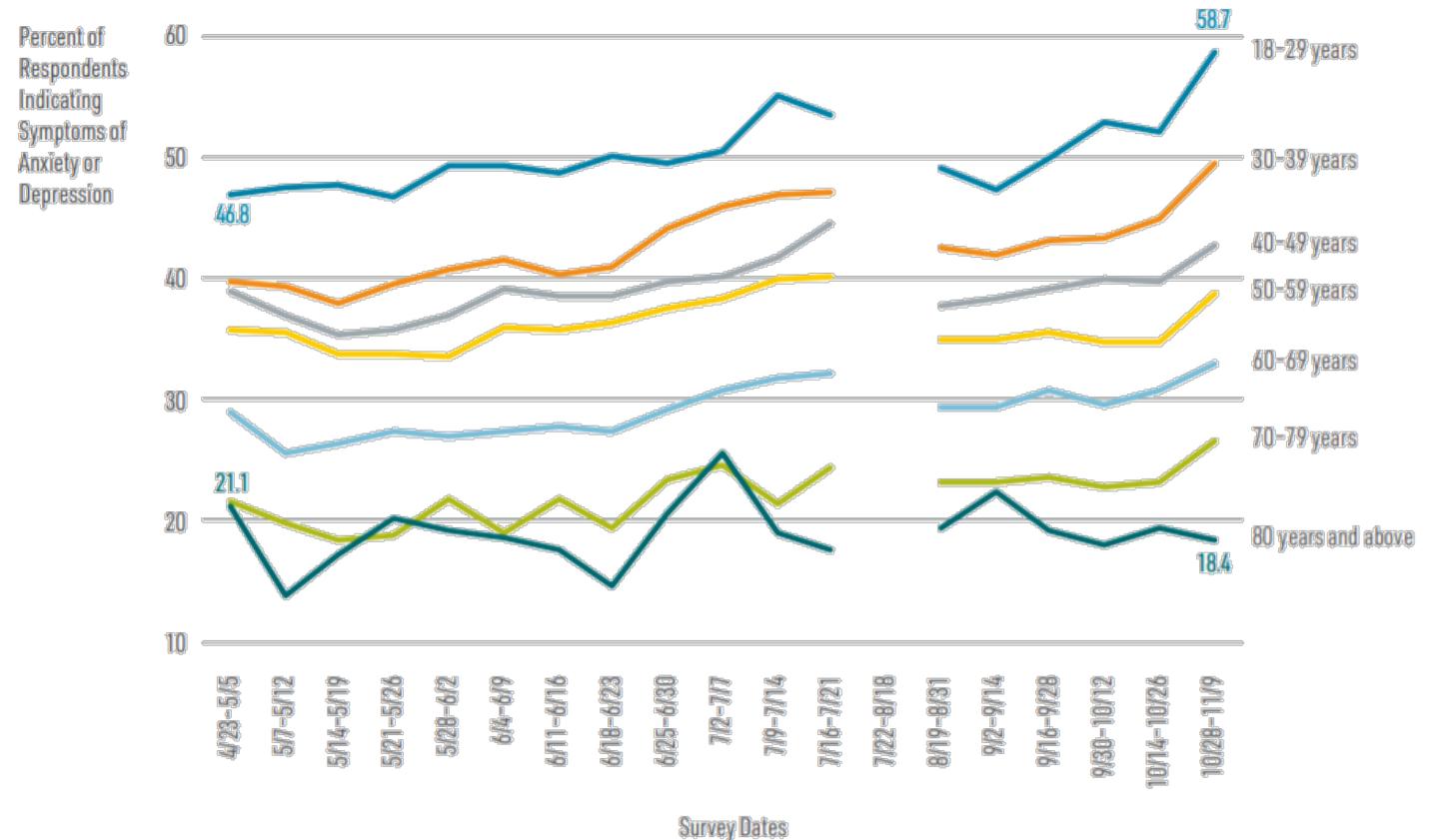
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Operationalizing Virtual Communities of Care: Theory

Integrate trauma-informed care practices in service delivery

- Services that address the needs of the whole person
- Supportive learning environment

Create opportunities for social connection

- Group motivation, affirmation, and accountability
- Listening as a core community value
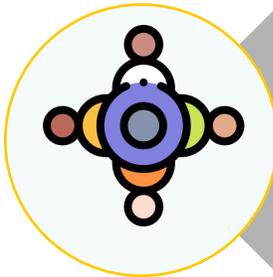
Foster community diversity and inclusivity

- Community codes of conduct
- Individual value acknowledgement

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Operationalizing Virtual Communities of Care: Practice
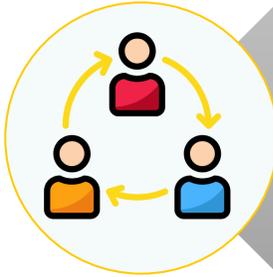
Host group career coaching sessions

- Share and Support model
- "Work Search Buddies" model
- Open office hours

Curate information to narrow job seeker's attention to effective resources

- Set of localized community-specific resources and tools
- Career and job search presentations with expert presenters

Expand services to address the social and emotional components of job search

- Wellness check system
- Acquire a wellness bot to assist customers 24/7

Contact Information

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For more information on our work:

Read more on the briefs

Public Libraries: A Community's Connection for Career Services,
Building Communities of Care in Workforce Development Programs
A Review of New Jersey Public Libraries' Virtual Services

For more on Suddenly Virtual and Strategically Virtual

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