Entire Course Outline

Recovering Our Workforce

This Entire Course Outline contains all the content that appears in the six online lessons and four discussion forums. It also contains the entire content of the Appendix of *Resources Used in Class* and *Further Reading and Professional Development*. All content is copied and pasted word for word and image for image.

This class will cover some aspects of:

- Trauma informed library service for jobseekers: how to expand the reference interview to identify customer needs.
- Helping customers with their job seeking in a lockdown or semi-lockdown environment (libraries are closed or only partially open).
- COVID-19 recovery resources for jobseekers: SLRC Unemployment guide
- New tools for job seeking
- Partnerships: reaching out to other supports for jobseekers in your community
- Pros and Cons of self-employment (gig work) and where to find help.
- Identifying hot jobs in your community (working with local employers and local government. Helping jobseekers find alternative careers
- Programming for jobseekers

During this module, you will need to:

- Review the readings and videos.
- Evaluate sites that might be useful to your customers using the site evaluation tool.
- Research resources available in your library or local community that may be useful to your customers.
- Reflect on how you would answer the forum questions using the resources you reviewed.

Depending upon your learning style, you may print this workbook and write your findings by hand, download this document and type in your responses, or find another method that meets your needs. Summarize your reflections and enter them on the discussion boards as indicated by this symbol.

Be sure to comment on anther staff member's post as well.

Recovering our Workforce

Prerequisites: Basic Workforce module or understanding of basic job searching including Maryland Workforce Exchange, SLRC Jobseeker's toolkit, basic resume skills, job scams, O*Net and Occupational handbook resources.

This class will cover some aspects of

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Lesson 1: Understanding the Trauma of Job Loss

The stress of being laid off can be overwhelming, sometimes leading to frustration and tension while searching for a job in the library. Librarians should be aware of the emotional aspect of job searching in order to use a trauma-informed approach while assisting job seekers.

The Impact of Job Loss
Frequently, our first interaction with a job-seeker in the library is when they are at a computer and are already frustrated. Maybe they've locked themselves out of their account after too many login attempts, or their computer timed out in the middle of the application they were filling out. Beyond that, losing a job can also mean losing financial security, a daily routine, work-based social networks, or a sense of control. Studies have shown that being laid off can cause very real grief and stress responses, including an increased risk of heart attack and stroke.

Read: This 2020 article from *The Guardian* "Experts warn of mental health fallout from mass US unemployment" by Lauren Aratani discusses the impact job loss and unemployment have on mental health.

This 2014 Gallup article "In U.S., Depression Rates Higher for Long-Term Unemployed" by Steve Crabtree discusses the increased rate of depression among Americans who have been unemployed for 6 months or more.

Trauma-Informed Librarianship
Librarians need to be prepared to navigate the emotional aspect of job searching. In the library, the stress and trauma of job-searching may manifest in various negative behaviors, including:

- Raised voices
- Slamming on the keyboard
- Being demanding of staff time
- Venting

Many libraries are now adopting a trauma-informed model to interact with patrons. In a trauma-informed library, staff are expected to consider the possibility that any patron may have experienced a form of trauma, understand how the trauma may influence the patron's behavior, and minimize interactions that will cause further stress. This doesn't mean ignoring policy violations, but addressing the violations in a way that emphasizes 6 key principles:

1. Safety - The patron feels safe in the library, physically and psychologically
2. Peer Support - The patron sees their needs reflected in the library and has the opportunity to meet others with shared experiences
3. Empowerment & Choice - The patron feels recognized as a whole person, not a problem, and has options in the services available to them
4. Collaboration - The patron and library staff are working together toward a solution
5. Trustworthiness - The patron receives the same information and treatment as anyone else, and their information is kept confidential
6. Cultural, Historical, and Gender Issues - Library staff do not base decisions on stereotypes and biases and the library creates more inclusive and accessible spaces and policies

Read: For a brief overview of this model, read the "Overview of Trauma-Informed Care" created by the Public Library Association Social Work Task
Force: http://www.ala.org/pla/sites/ala.org.pla/files/content/tools/Public-Library-Social-Work_Overview-of-Trauma-Informed-Care_FINAL.pdf

Then read Karina Hagelin's 2020 post on "Moving Towards Healing: A Trauma-Informed Librarianship Primer" on
ACRLog: https://acrlog.org/2020/06/23/moving-towards-healing-a-trauma-informed-librarianship-primer/

To learn more about how libraries are using a trauma informed model, read the 2019 article "Toward a Trauma-Informed Model" by Anne Ford: https://americanlibrariesmagazine.org/2019/06/03/toward-trauma-informed-model/

Additional best practices for assisting an emotional patron:

- Respect privacy by lowering voice (lowering your voice may also influence the patron to lower theirs)
- Use open ended & neutral questions
- Be clear about what can be accomplished
- Separate short term goals from long term strategies (getting this application finished today vs taking computer classes)

Assisting An Emotional Patron
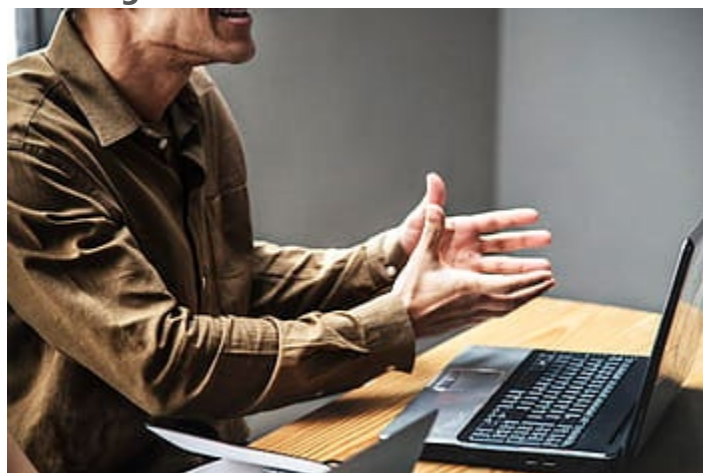
A patron struggling with the stress and trauma of job loss may be easily frustrated by a complicated job application or unfamiliar computer software. Imagine a patron is yelling or cursing, or showing other aggressive behavior. In a non-trauma-informed approach, library staff may just try to quiet the patron or warn them of the code of conduct. While it's important to be transparent about those policies, it's also important to consider the root of that behavior and how the library can help. You may be able to do one or more of the following:

- Offer a more private or quiet space the patron can use
- Be clear about the conditions in which you can provide assistance (for example, lowering their voice or watching their language)
- Be clear about the limits of the service you can provide and offer alternate resources, like local workforce agencies
- Provide options in the service you provide (for example, saying "I can help you get started right now and check back with you later,

> but you can also schedule a one-on-one appointment if you'd like more hands-on assistance")

- Provide alternative approaches for how they complete their task (for example, suggesting they work offline for a while and prepare their work history on paper before entering it on the computer)

Lesson 2: Finding and Navigating Safety-Net Programs

In 2020, during the early months of the pandemic, unemployment surged to nearly 15%. Along with assisting patrons through the job search process, librarians should expect more questions surrounding unemployment insurance and be prepared to direct patrons to other benefits available federally, statewide, and locally.

Unemployment Insurance

Unemployment insurance is for individuals who are unemployed or working reduced hours due to no fault of their own. If an employer shut down operations, laid off employees, or reduced hours due to COVID-19, the employees are likely eligible for unemployment benefits.

Due to the increase in claims due to COVID-19, the Maryland Department of Labor has updated the Unemployment Insurance (UI) system. The Unemployment website now has several tools to help guide individuals through the process of applying for benefits: MDUnemployment.com

Virtual Assistant

Patrons can now use Maryland Department of Labor's Virtual Assistant to find the answers to frequently asked questions about unemployment insurance. The assistant will guide users through common topics and direct them to the appropriate webpage, application, or phone number.

BEACON One-Stop Tutorial Videos

Patrons can watch a tutorial video for every step of new BEACON One-Stop system, including the new Pandemic Emergency Unemployment Compensation (PEUC) and Pandemic Unemployment Assistance (PUA) applications.
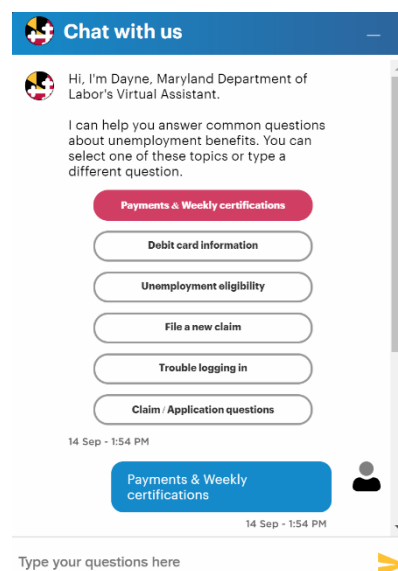
Frequently Asked Questions about the CARES Act
https://www.dllr.state.md.us/employment/claimfaq.shtml
This FAQ page provides details about the Coronavirus Aid, Relief, and Economic Security (CARES) Act, which expanded unemployment insurance benefits through three programs:

- Federal Pandemic Unemployment Compensation (FPUC) adds $600 per week on top of regular UI benefits, effective March 29th, 2020 through July 31, 2020.
- Pandemic Emergency Unemployment Compensation (PEUC) extends UI benefits by 13 weeks, including the $600 of FPUC.
- Pandemic Unemployment Assistance (PUA) extends benefits to individuals who are not usually eligible, including the self-employed, independent contractors, and gig workers.
- Effective August 1, 2020, the Lost Wages Assistance (LWA) program, which is a federal-state unemployment benefit, provides $300 to $400 in weekly compensation to eligible claimants. It varies state by state. The program has an end date of no later than December 27, 2020.

Finding Other Benefits and Services
There are multiple state and federal agencies and websites that can help patrons identify which government benefits they may be eligible for and how to apply for them.

COVID-19 Health Crisis: Financial Relief Guide for Marylanders
Created by the Maryland Department of Labor, the Financial Relief Guide provides an overview of financial assistance programs and consumer protection information, in relation to COVID-19.

Maryland Department of Human Resources
The Maryland Department of Human Resources provides programs that help Marylanders pay for groceries, utility bills, and medical assistance. Through the myDHR website, patrons can search for benefits, determine eligibility, and apply: https://mydhrbenefits.dhr.state.md.us/

2-1-1 Maryland

Patrons can call 2-1-1, text their zip code to 898-211, or visit 211md.org to get connected with health and human services across Maryland, including healthcare, legal and tax assistance, and emergency shelter.

Benefits.gov

Benefits.gov is a resource from the U.S. Department of Labor, with collaboration from multiple partner agencies, and has information and eligibility requirements for government benefits and services.

Forum #1 Case study: Assisting an emotional patron

A patron using the computers calls you over for help with a job application. When you try to explain the process, it becomes apparent the patron wants you to fill out the application for them. The patron vents to you about being laid off and also reveals that they have not received their unemployment insurance payment yet, causing additional stress about paying rent.

Discuss:

1. How would you use a trauma-informed approach to guide the conversation?
2. What resources would you direct the patron to in order to help them find benefits and services?

Lesson 3: Identifying and Building Partnerships

Local workforce agencies are valuable resources. Sometimes, you're not the best person or organization to tackle a specific problem. Sometimes, the work's already been done for you and there's no need to reinvent the wheel. On the other hand, your library may have access to resources other organizations don't, like technology and technology training or meeting space.

In this lesson, learn about workforce agencies and strategies to build your relationship with them.

Local Workforce Agencies

American Job Centers (AJCs), funded by the U.S. Department of Labor, offer free job seeker and business services across the country. Services vary by location, but include job search assistance, referrals to training programs, career counseling, employment workshops, and supportive services. Comprehensive AJCs provide the fullest range of services and have Workforce Innovation and Opportunity Act (WIOA) partners on-site. Affiliate Centers might have limited services and may not have WIOA partners.

Test It: Find the Center closest to your library using the American Job Center finder on CareerOneStop: https://www.careeronestop.org/LocalHelp/AmericanJobCenters/american-job-centers.aspx

Consider:
How many AJCs are in your area?
Is the Center closest to you a Comprehensive Center or an Affiliate Center?

There may be other local organizations in your area that offer vocational or workplace readiness training or provide career coaching services. The State Library Resource Center has created a (non-

exhaustive) list of workforce agencies across the state, which you can find here.

Reaching Out

You should identify the local job center in your area, not only to refer patrons to, but to build a relationship with. You can reach out to your local AJC, or other workforce development agencies in your area, via phone or email to learn more about the organization.

Below is a sample email you could send as an initial introduction:

Dear [First & Last Name],

Hello, this is [Name]. I am a [Job Title] at [Library]. We are developing the services we provide for job-seekers in [City/County/Area] and [Organization] was suggested to me as a possible resource and partner.

I would love to schedule a [meeting/call] with someone from [Organization] to learn more about your work in the community. Is there a good day and time in the next few weeks when I could speak with you or a member of your team?

Be prepared to pitch your own services. Have an elevator pitch ready that describes who you are, what you or your library does for job seekers, what you're hoping to do for job seekers, and why you're reaching out to this organization.

Think of some questions you might want to ask potential partners to get a sense of what services they provide and how your library can help.

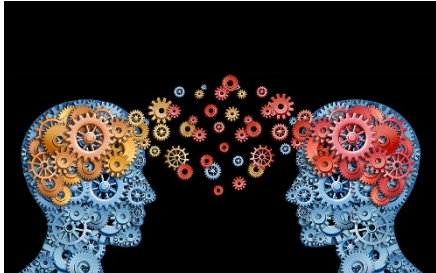**Try it:** Look at the building blocks of an elevator pitch and these sample questions to ask a potential partner.
Consider:
What would you say in your elevator pitch? Are there any other questions you might ask a local agency?

Forum #2 Brainstorming: Who are some potential partners in your area?

In 250 words or less, describe some potential partners in your area. Consider: What is in it for your library and what benefit does the relationship have for your partner.

Lesson 4: Self-Employment and the Gig Economy

Whether patrons are looking to earn an income between jobs or freelance as a career, the sharing economy offers multiple options for flexible work. The library can assist patrons with finding work that matches their skills and abilities and locating pertinent tax reporting information.

In this lesson, explore different types of self-employment and the pros and cons of independent contracting.

Gig work comes in infinite forms and generally includes freelancing, temp work or jobs in the sharing economy. This work differs from traditional jobs in that the worker is an independent contractor, responsible for reporting their taxes and managing their workflow. Independent contractors generally will not receive retirement or insurance benefits.

Read the types of occupations in this field, along with the pros and cons on the Bureau of Labor Statistic's Career Outlook: https://www.bls.gov/careeroutlook/2016/article/what-is-the-gig-economy.htm. Since this article was published, mobile gig options have increased and so has the number of people that own mobile devices.
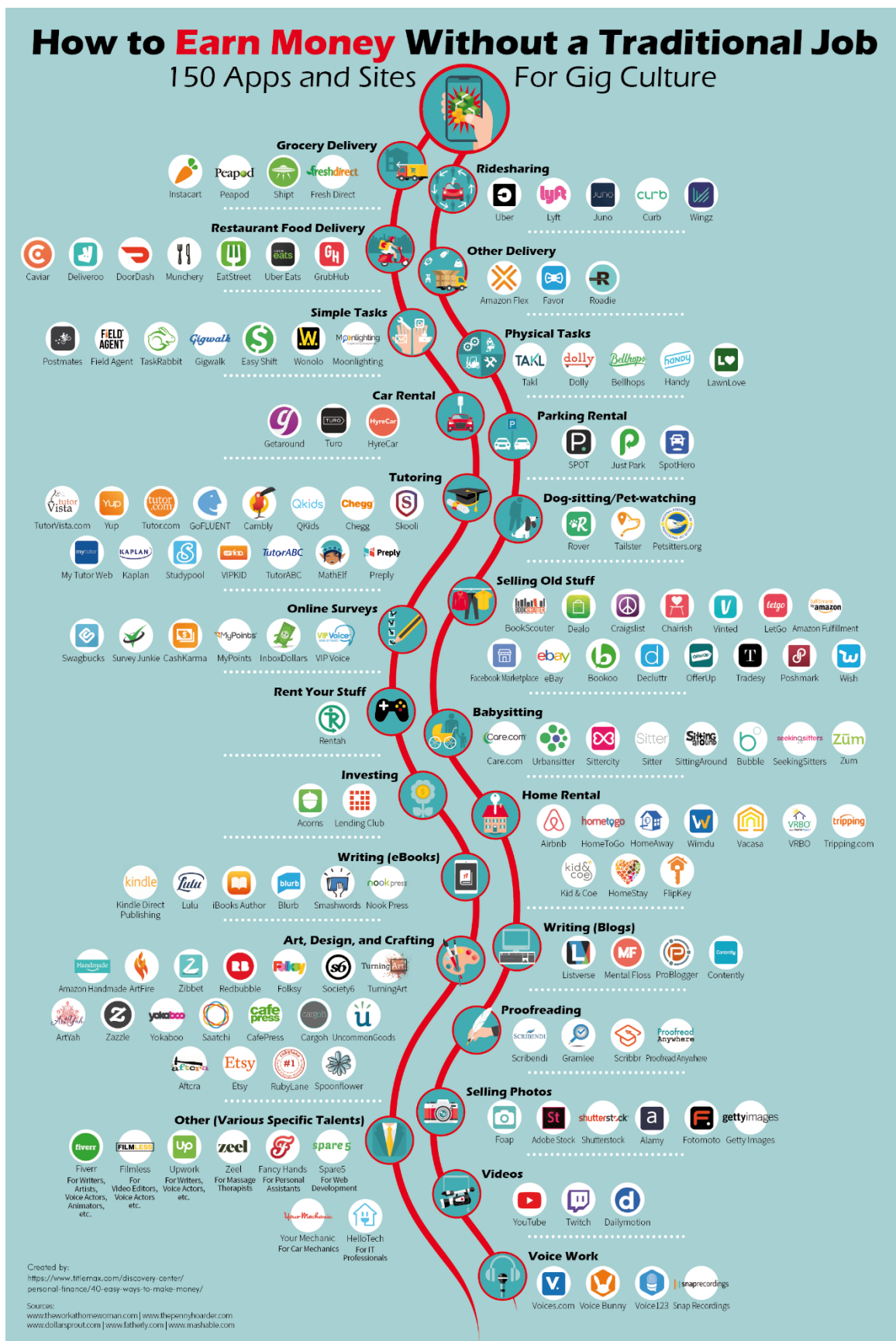
Consider It How has the coronavirus affected occupations listed? What about the usage of app-based services?

The image below shows several work options in the sharing economy, many of which can be done through one's mobile device. This doesn't include every option. For example, one could find work as a translator through gengo.com or protranslate.net or test websites through usertesting.com. Also, some listed, like YouTube, don't guarantee an income:

Consider It: Can you think of any other apps or type of jobs not included in the image?

Special Considerations

The following video lists pros and cons for freelancing, much of this information applies to gig workers too.

The Pros and Cons of Freelance Work, from GCFLearnFree.org

https://youtu.be/h2I4AlTibaA

In addition to these factors, those working in the sharing economy through an intermediary company will be subject to their policies. It's important to know both the rules and practices as they directly impact the worker and can vary greatly among gig platforms. Official information can be found through companies' websites. Workers may also benefit from connecting with other workers online through social communities.

Questions to ask when choosing a gig

- Do you have any special skills/things you like to do?
- Does this company provide any tax documents such as 1099 forms if I earn a certain amount through them?

- Is any information tracked through this platform, or am I responsible for recording everything?
- What type of expenses might be deductible?
- What are the requirements to get started?
- What are the financial risks?
- What are the safety and/or health risks?
- How are payments dispersed?
- What's the time commitment? Does it fit my schedule?
- What penalties might be imposed for customer complaints and refunds?

Tax Information

Without an employer to deduct taxes for them, workers are responsible for paying their own taxes. Remember, library workers are not tax professionals, we can provide tax information, but not tax advice. The IRS has a guide for gig workers and state tax information can be found through the Maryland Comptroller's Office. App-based services generally keep track of earnings and some even allow the worker to track expenses. Freelancers, and those that work more than one gig need to track their own incomes and expenses.

Additional Resources for Gig Workers

- https://www.freelancersunion.org/resources/coronavirus-resources Freelancers Union guide to government relief funding related to COVID-19, including sick leave and SBA loans for self-employed individuals.
- https://assets.freelancersunion.org/media/documents/FU_Tax Resources_FirstTimeGuide.pdf This document helps first-time freelancers report their income. Includes information on different forms and filing quarterly taxes.
- https://www.marylandhealthconnection.gov/ Maryland's health insurance marketplace
- https://www.investopedia.com/articles/personal-finance/091114/build-your-own-retirement-plan.asp Provides a basic description of different retirement plans available to individuals.

Forum #3 Discussion: Different Types of Gig Work

Choose a gig with a specific company to research. It can be one of the apps listed in the prior lesson or you may choose your own. In less than 250 words, share the basic requirements for that company and tax information they provide (if any). What are some specific pros and cons?

Lesson 5: Hot Jobs for Career Changers

As we return to work after the initial onslaught of COVID-19, many jobs will have to be re-engineered, and workers will need new skills. A customer laid off during the pandemic may have to find a completely new career once lockdown is over.

Career reference questions in the past were often a result of a High School or college assignment rather than a need to adapt to changing circumstances. How can librarians help adult jobseekers with many years of experience in one type of job chose whole new career? Here are some tools that can help.

Matching skills to occupations

Librarians often find themselves as cheerleaders and coaches. Customers who have lost jobs, especially those who cannot find something similar, may think they have no skills to offer in a modern job market. However, almost everyone has transferrable skills. Here are some sites to help your customer identify occupations that require similar skills to their old jobs and to identify jobs that utilize technologies or tools that they already know.

Occupation matching. Here is a great website from CareerOneStop. https://www.myskillsmyfuture.org/

Test it: Think of a business in your area that has closed or may be closing (Perhaps a department store or something at your local mall.) Think of a type of job in that business, then search for it in mySkills myFuture. What did you find? What kinds of things would you be sure to show your customers about this site?

Technology and Tools: Another way to approach this is to identify the technology or tools that the customer had used in their previous job. Career OneStop has an app that links tools and skills to various occupations. https://www.careeronestop.org/Toolkit/Skills/find-tools-technology.aspx?

Test it: Think of some tools that the customer in your test scenario may know how to use. What occupations did you find? What would you be sure to show your customer?

Hot jobs in your area

Hot Jobs. Many people will not be able to leave your area to seek jobs. However, even in this challenging time, there are jobs available. Maryland Workforce Exchange has tools to help you and your customer locate the top jobs and top employers in your area. Go to the website to access Labor Market Information for your county.

Test it: Now go to https://mwejobs.maryland.gov/vosnet/Default.aspx   and find the hot jobs in your county. What occupations did you find? What would you be sure to show your customer?

Lesson 6: Programming for Workforce Recovery

Library programs on job seeking topics can provide much needed support for our customers. In addition to allowing librarians to help more people at the same time, Workforce programming can also:

- Counteract isolation caused by job loss.
- Create opportunities for mutual support among jobseekers.
- Facilitate deeper learning through group work and community interaction
- Offer venues for community partners to reach new audiences.

Let's take a look at some programming ideas and resources that can help you develop your own programs, even during lockdown.

Programs to develop basic jobseeking skills
You don't have to reinvent the wheel. A number of organizations have developed curriculum for facilitators to use in their programs. Take a look at the following sites:

DigitalLearn https://training.digitallearn.org/ This site, developed by the Public Library Association, has detailed curriculum on technology and jobseeking including Powerpoint presentations, Activity sheets, handouts and other useful tools.

GCFGlobal LearnFree https://edu.gcfglobal.org/en/gcfteacherguides/career/1/ includes teacher guides that can be used with their online tutorials.

As you look through these sites, are there any tools that you might use for your own programs? Are there video tutorials that you could incorporate?

Learning Circles
In learning circles, students work together to complete an online class. This could be classes from the websites you just explored, a Gale Course, a Lynda.com course or any other similar training.

Recovering Our Workforce: Maryland State Workforce Module

Here is a link to a Learning Circles Facilitator's Handbook from P2PU. https://tcall.tamu.edu/docs/TXDLSymposiumResources/facilitator_handbook.pdf You can even develop your own online learning circle on the P2PU.org platform.

Check out these additional sites for online classes.

Gale Courses: These are six-week, facilitator led courses that have cohort start dates.

Lynda.com has a "Become a successful jobhunter" learning path, with 11 short courses on various aspects of job hunting and career management.

Job Clubs

Job Clubs were quite popular during the Great Recession and will be useful during the current recovery. Here is a great toolkit designed by New York Department of Labor from 2013 that still has a lot of good tools and checklists for setting up a Job Club. https://labor.ny.gov/workforcenypartners/PDFs/JobClubToolkit.pdf Like the peer to peer learning supported by learning circles, job clubs also provide an opportunity for mutual support and confidence building.

And, this is a program that could be held online during a pandemic lockdown.

Mock interviews

A mock interview program can really help jobseekers practice those all-important interview skills. Community partners can also be utilized as practice interviewers. (Check out your local job center, Chamber of Commerce, or community colleges or local Human Resources or Small Business associations for possible partners)

Here are two articles on setting up mock interviews. While these are directed at college students, much can be converted for a library-based program.

"How to run a mock interview". https://www.aeseducation.com/career-readiness/how-to-run-a-mock-interview
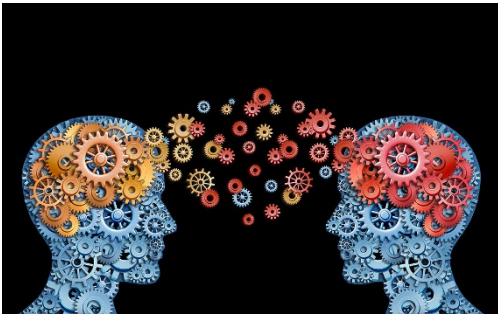
"Preparing students for/setting up mock interviews" https://www.naceweb.org/career-development/best-practices/preparing-students-for-setting-up-mock-interviews/

Forum #4 Collaborate: Share your ideas!

Use this discussion forum to create a post discussion some of the ideas you or your library system has about programs to help your job seeking customers.

Appendix A: Resources used in this class; Further Reading

This appendix contains links to the websites and videos used in this class as well as additional readings and websites for further professional development.

1. Resources used in Class
Understanding the Trauma of Job Loss Resources

- Aratani, Lauren. "Experts Warn of Mental Health Fallout from Mass US Unemployment." The Guardian, Guardian News and Media, 3 Apr. 2020, www.theguardian.com/world/2020/apr/03/mental-health-coronavirus-mass-unemployment-us-experts
- Crabtree, Steve. "In U.S., Depression Rates Higher for Long-Term Unemployed." Gallup.com, Gallup, 8 Jan. 2020, news.gallup.com/poll/171044/depression-rates-higher-among-long-term-unemployed.aspx.

Trauma Informed Librarianship Resources

- "Overview of Trauma-Informed Care" created by the Public Library Association Social Work Task Force: http://www.ala.org/pla/sites/ala.org.pla/files/content/tools/Public-Library-Social-Work_Overview-of-Trauma-Informed-Care_FINAL.pdf

- Hagelin, Karina. "Moving Towards Healing: A Trauma-Informed Librarianship Primer." ACRLog, 23 June 2020, acrlog.org/2020/06/23/moving-towards-healing-a-trauma-informed-librarianship-primer/.
- Ford, Anne. "Toward a Trauma-Informed Model." *American Libraries Magazine*, 13 June 2019, americanlibrariesmagazine.org/2019/06/03/toward-trauma-informed-model/

Safety Net Program Resources

- Maryland Department of Labor Unemployment Insurance Portal (MDUnemployment.com): Find information and apply for Unemployment Insurance
- Maryland Department of Labor's Financial Relief Guide ([http://labor.maryland.gov/finance/consumers/frfinancialrelief guidecovid.pdf?fbclid=IwAR0zLCASis468ik0Iwj51w4O1jtQW6A 1iq9LV8X_qFDKLThJKLWaA6EP7_c](http://labor.maryland.gov/finance/consumers/frfinancialreliefguidecovid.pdf)): Information on financial assistance programs and consumer protection information in relation to COVID-19
- Maryland Department of Human Resources (https://mydhrbenefits.dhr.state.md.us/) Search and apply for benefits
- 211 Maryland ([211md.org](211md.org)): Find health and human services across Maryland
- U.S. Department of Labor's benefits website (benefits.gov): Find information and eligibility requirements for government benefits and services.

Local Agency Resources

- American Job Center Finder (https://www.careeronestop.org/LocalHelp/AmericanJobCenters/american-job-centers.aspx): Find the American Job Center closest to you
- SLRC List of Maryland Workforce Agencies: https://pgcmls-sandbox.blackboardclassroom.com/pluginfile.php/1923/mod_lesson/page_contents/1132/MD%20Workforce%20Orgs%20by%20Region.pdf

Career Change Resources

- MyskillsMyfuture website (https://www.myskillsmyfuture.org/) Searches for other

occupations based on the skills that you use in the job that you have.

- Career OneStop   Tools and technology suggests occupations based on the tools or technology you know how to use. (https://www.careeronestop.org/Toolkit/Skills/find-tools-technology.aspx)
- Maryland Workforce Exchange Labor Market Information (https://mwejobs.maryland.gov)

Resources for Gig-Workers and the Self-Employed

- Bureau of Labor Statistics. "What is the gig economy". Career Outlook, 2016. (https://www.bls.gov/careeroutlook/2016/article/what-is-the-gig-economy.htm)
- Comptroller of Maryland https://www.marylandtaxes.gov/ Information on state taxes, including sales & use.
- Freelancers' Union Website (https://www.freelancersunion.org/resources/freelance-101/). The Freelancer's Union keeps an up to date listing of government relief options for freelancers (https://www.freelancersunion.org/resources/coronavirus-resources/).
- GCF LearnFree. "The pros and cons of freelance work". https://edu.gcfglobal.org/en/freelance-work/the-pros-and-cons-of-freelance-work/1/
- Hallman, Carly. "How to earn money without a traditional job: 150 apps and sites for gig culture". TitleMax, 2019. https://www.titlemax.com/discovery-center/personal-finance/40-easy-ways-to-make-money/
- Internal Revenue Service. "Manage taxes for your gig work". (https://www.irs.gov/businesses/small-businesses-self-employed/manage-taxes-for-your-gig-work) Information about record-keeping and filing estimated taxes in addition to tax forms.

Programming Resources

- Maryland State Library Workforce Community of Practice programming ideas spreadsheet. https://bit.ly/2XuGnoS
- DigitalLearn https://training.digitallearn.org/ This site, developed by the Public Library Association, has detailed curriculum on technology and jobseeking including Powerpoint presentations, Activity sheets, handouts and other useful tools.GCFGlobal
- LearnFree https://edu.gcfglobal.org/en/gcfteacherguides/career/1/ includes teacher guides that can be used with their online tutorials.
- Learning Circles Facilitator's Handbook from P2PU. https://tcall.tamu.edu/docs/TXDLSymposiumResources/facilitator_handbook.pdf You can even develop your own online learning circle on the P2PU.org platform.
- JobClub toolkit designed by New York Department of Labor from 2013. It still has a lot of good tools and checklists for setting up a Job Club. https://labor.ny.gov/workforcenypartners/PDFs/JobClubToolkit.pdf
- "How to run a mock interview". https://www.aeseducation.com/career-readiness/how-to-run-a-mock-interview
- "Preparing students for/setting up mock interviews" https://www.naceweb.org/career-development/best-practices/preparing-students-for-setting-up-mock-interviews/

2. Further Reading and Professional Development

Employment Loss Data Map

- Where Low-Income Jobs Are Being Lost Due to COVID-19. See which neighborhoods and industries have been most affected by job loss: https://www.urban.org/features/where-low-income-jobs-are-being-lost-covid-19

Trauma Informed Librarianship

- 2019 webinar slides for "Trauma Informed Approach" presented by librarian and social worker Sarah C. Johnson: http://www.ala.org/pla/sites/ala.org.pla/files/content/onlinelearning/webinars/archive/pla_trauma-informed_approaches_johnson.pdf

Legal Rights for Employees and Jobseekers

- Covid-19 Resources for Unemployed and Front Line Workers. https://www.nelp.org/campaign/covid-19-unemployed-and-frontline-workers/

Retirement Planning for the Self-Employed

- Epstein, Lita. "How to build your own retirement plan". Investopedia, Nov. 29, 2019. https://www.investopedia.com/articles/personal-finance/091114/build-your-own-retirement-plan.asp