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INFORMATION  
STUDIES

# Workforce Development Strategies for Recovery and Resilience

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# Learning Objectives



## In this presentation:

- ▶ Feel more confident in your ability to help job seekers in your community
- ▶ Learn about examples of how other libraries nationwide are helping jobseekers address their needs through recovery
- ▶ Consider the creation of a systematic action plan for workforce resiliency and the future of work

# Where are we now?

**One Framework to consider comes in these three steps**

**Respond → Recover → Resilience**

# Where are we now?

## As of September 4, 2020

- ▶ Unemployment rate is 8.4%
- ▶ Number of unemployed persons is 13.6 million
- ▶ Notable job gains in: retail trade, professional and business services, leisure and hospitality, and in education and health services
- ▶ 24.3% of employed persons teleworked due to coronavirus pandemic



# Resources to Help Right Now

- ▶ [Guide to Government Benefits](#) and [Benefits.gov](#) for federal benefits
- ▶ [NELP's COVID-19 Resources for Unemployed and Front-Line Workers](#)
- ▶ [ALA's Resource Guide](#) on the Coronavirus Pandemic
- ▶ [Grow with Google courses](#) on career planning are free
- ▶ [Coursera for Government](#) courses are free with sign up, if you are “Government agencies serving the unemployed”



## Coronavirus Pandemic (2019-2020)

*This page seeks to compile information about the possible near- and long-term implications for the current coronavirus pandemic. It includes information about the possible ways communities will respond to the pandemic and implications for specific areas of society. We will continue to update the page with additional information – and we [welcome your contributions](#) for how libraries and library professionals can plan for the possible futures that may unfold.*

Image from ALA's Resource Guide

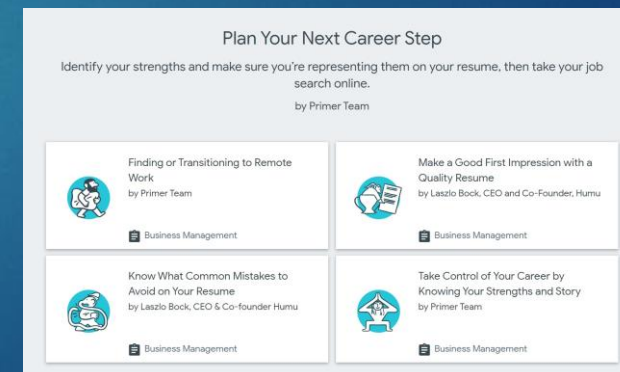


Image from Grow with Google



# Traditional Resources to Still Use

- ▶ [The Occupational Outlook Handbook](#) (OOH for short), created and maintained by the Federal Bureau of Labor Statistics, is a place to find out more information about specific employment sectors and career paths. Clicking the “Job Outlook” tab of a career details a ten-year projection of job growth in the field.
- ▶ [O\\*Net](#) –the U.S. Department of Labor maintains this website and it features information on over 900 occupations. Find out which jobs fit interests and skills, explore careers and labor market data, and learn about what a career field is “really like.”
- ▶ [MyNextMove.org](#), sponsored by the U.S. Department of Labor, hosts an interactive tool that goes hand-in-hand with O\*Net. One handout is a useful aid.
- ▶ [Career One-Stop](#), also sponsored by the U.S. Department of Labor, functions as the information home for the various American Job Centers that populate the United States. In fact, you can search for your local American Job Center. One Stop has a “[toolkit](#)” main webpage that assists job seekers with a variety of career and job-related functions.

# Examples of What Libraries Are Doing Nationwide

Boosting Databases and other online resources. For example: [JobNow, powered by Brainfuse](#), provides “live interactive online help combined with online resources to guide you through the necessary tasks to get a job.” It’s anywhere, anytime help.

- ▶ Career Resources
- ▶ Resume Builder
  - Resume Lab: feedback in 24 hrs
  - Templates
- ▶ Ace the Interview
  - Live Interview Coaching
  - Interview Tips
  - Internet Resources for Interviewing



## *Requires:*

- Library to subscribe
- Customer library card login

# Wayland Free Public Library

## Wayland, MA

- ▶ Posted in “Daily Special” section
- ▶ Titled “Job Search Workshop”
- ▶ Succinct, local, pertinent details
- ▶ Five virtual, synchronous zoom sessions offered for 1.5 hours each
- ▶ Partnering with Stoughton Library
- ▶ Partnering with local employment and recruitment expert in area

### Daily Special: Job Seeking during COVID-19

Posted on [May 15, 2020](#) by [cmichael](#)



You’ve heard the astounding national unemployment numbers on the nightly news, but we should also recognize that people in our own community have been directly affected. **On March 2, 2020, the unemployment rate in Wayland was .6%. As of May 2nd, it is 19.6%,** per the [Pioneer Institute’s COVID Unemployment Tracker](#).

Searching for a job is a full-time job in and of itself. Doing so with the stress of a pandemic and with your children at home requires a herculean effort.

Our friends at the Stoughton Library have extended an invitation to anyone in Massachusetts to attend their **Job Search Workshop series** online. Presented by [Gary Gekow](#), an experienced employment and recruitment specialist, they have scheduled 5 Wednesday evening sessions from 6-7:30 pm. Sign up on the Stoughton Library calendar or by using the links below to receive the ZOOM info:

5/20 – [Managing Job Search Stress](#)

5/27 – [The Importance of LinkedIn](#)

6/3 – [Changing Careers: Reinventing Oneself in Today’s Job Market](#)

6/10 – [The Art of Networking](#)

6/17 – [Interview Preparation](#)



# Arlington Public Library

## Arlington, VA

 arlingtonva.us

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## For Job Seekers During COVID-19

### Job Search and Resume Tools



Virtual Resume and Job Search Help



Area Job Postings

### Upcoming Online Events

September 16 - Career Search Seminars: "The Resume"

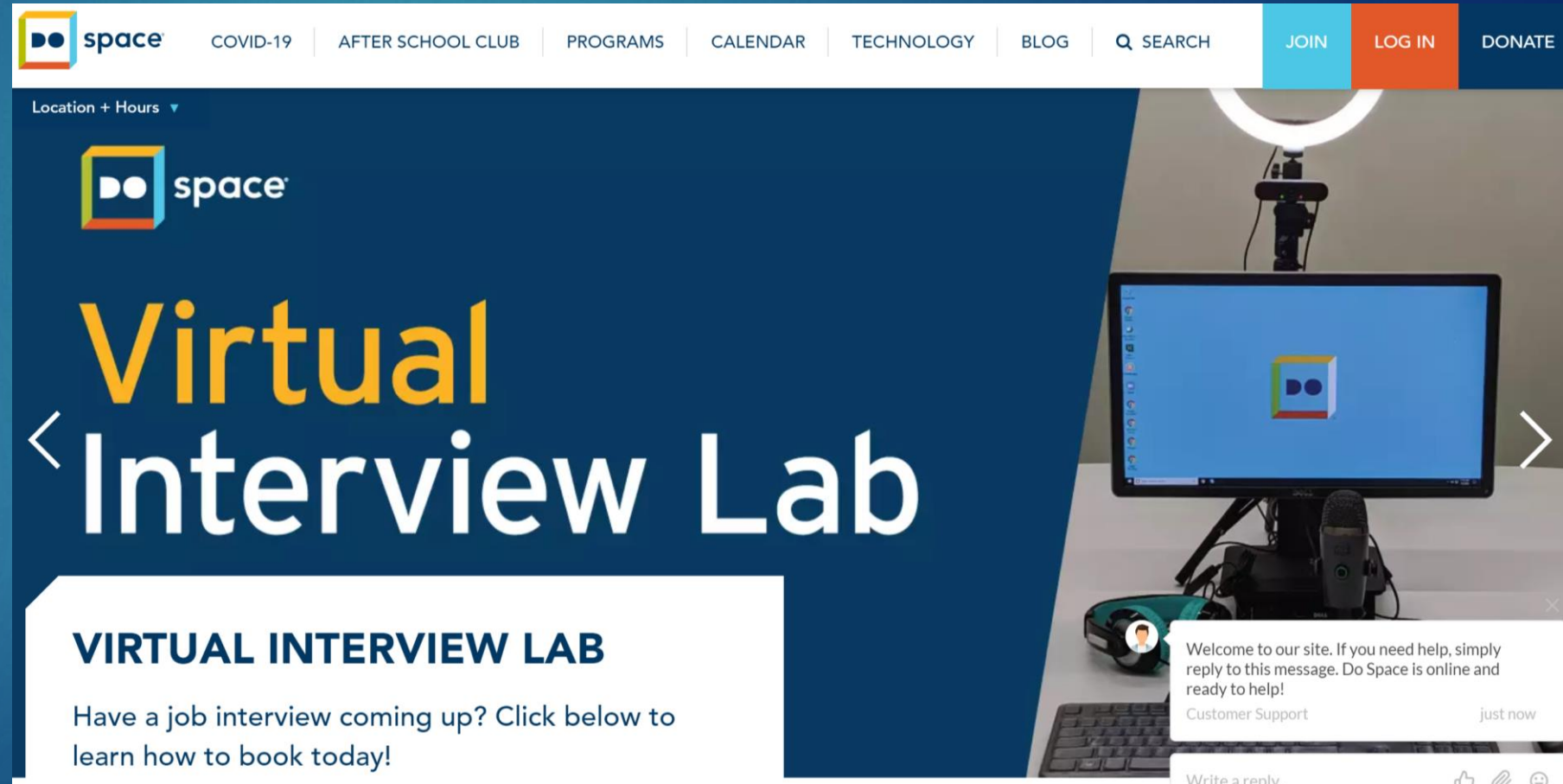
September 23 - Career Search Seminars: "The Portfolio"

September 30 - Career Search Seminars: "Understand the Hiring Process"

- ▶ Clear Title
- ▶ Virtual Tools
- ▶ Area Job Postings
- ▶ Upcoming Online Events

# Do Space Technology Library Omaha, NE

- ▶ Free Access
- ▶ Mock Interviews
- ▶ Tech Check Out
- ▶ [Do Space website](#)



The screenshot shows the Do Space website homepage. At the top, there is a navigation bar with the Do Space logo and links for COVID-19, AFTER SCHOOL CLUB, PROGRAMS, CALENDAR, TECHNOLOGY, BLOG, SEARCH, JOIN, LOG IN, and DONATE. Below the navigation bar, there is a section titled "Virtual Interview Lab" with a large "Virtual" in orange and "Interview Lab" in white. To the right of the text is a photograph of a computer workstation with a monitor displaying the Do Space logo, a microphone, and a ring light. Below the main heading, there is a white box with the text "VIRTUAL INTERVIEW LAB" and "Have a job interview coming up? Click below to learn how to book today!". In the bottom right corner, there is a customer support chat window with a message: "Welcome to our site. If you need help, simply reply to this message. Do Space is online and ready to help!" and "Customer Support just now".

space COVID-19 AFTER SCHOOL CLUB PROGRAMS CALENDAR TECHNOLOGY BLOG SEARCH JOIN LOG IN DONATE

Location + Hours ▾

space

# Virtual Interview Lab

**VIRTUAL INTERVIEW LAB**

Have a job interview coming up? Click below to learn how to book today!

Welcome to our site. If you need help, simply reply to this message. Do Space is online and ready to help!

Customer Support just now

Write a reply.

# Job Club Tool Kit

## New York State Dept. of Labor

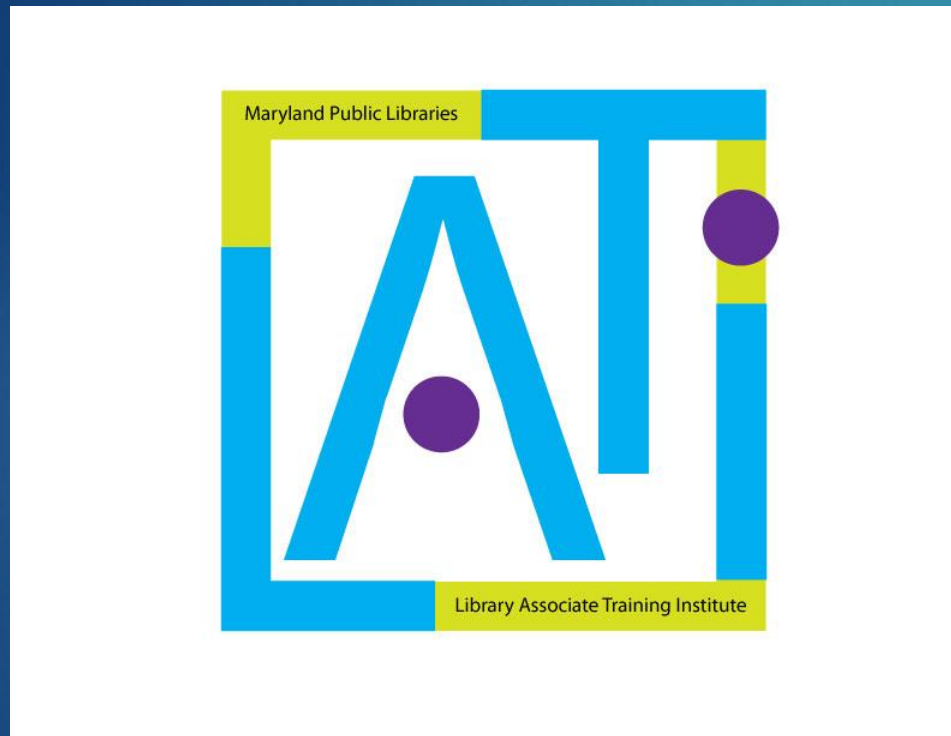
### Job Club Tool Kit

#### A Guide to Starting Your Job Club

NYS Department of Labor - Division of Employment and Workforce Solutions

- ▶ [Job Club Tool Kit](#)
- ▶ Offer Virtual Job Clubs
- ▶ Host virtually @ your location
- ▶ Have library staff facilitate
- ▶ Have library staff organize

# Workforce in Maryland



## LATI: Library Associate Training Institute

Program for public librarians who do the work of a librarian but do not have an MLIS degree.

The Code of Maryland Regulations (COMAR) requires that anyone who does not have a Masters Degree in library science but is functioning as a librarian must have 90 contact hours of library science coursework within 2 years of employment.

Two Parts: Expanded Early Start Program (EESP) which consists of 30 contact hours; Advanced Library Associate Training (Adv. LAT) which consists of 60 contact hours



# Workforce in Maryland

## Expand Early Start Program

1. Getting Started: Knowing your library and community
2. Basic skills for customer service
3. Workforce Resources
4. Health Resources
5. Business Resources
6. Legal Resources
7. History Resources

## Advanced Library Associate Training

1. Orientation to Maryland and the profession
2. Professional Ethics
3. Exceptional Customer Service
4. Libraries and the Interconnected World
5. Adult Services
6. Teen Services
7. Children's Services
8. State Library Resource Center Conference
9. Professional Development/Graduation

# Workforce Module: Learning Objectives



- ▶ Explain at least one job tip that could help customers in their job seeking.
- ▶ Explain how libraries can help jobseekers.
- ▶ Compare Maryland Workforce Exchange with another site from the Jobseeker's Toolkit.
- ▶ List one print resource and one community resource that will help customers in their job seeking.
- ▶ Explain how to identify job scams
- ▶ Explain the pros and cons of various resume builders and templates.
- ▶ Explain the pros and cons of O\*Net and Occupational Outlook Handbook.

# Workforce Resources Overview



*Let's Look at the Module!*

- ▶ There are 6 lessons, 5 case studies, and several discussion forums in this module
  - ▶ Lesson 1: Job seeking Basics
  - ▶ Lesson 2: Job Websites
  - ▶ Lesson 3: Resume Builders
  - ▶ Lesson 4: Scam detection
  - ▶ Lesson 5: Library and Local Resources
  - ▶ Lesson 6: Career Resources



## Chapters

1. Resources used in this module
2. Finding a Job
3. Job Posting Websites
4. Resumes and Applications
5. Employment Statistics
6. Partners and People to refer your customers to
7. Entrepreneurs/Small Businesses
8. Licensing and Accreditation
9. Researching and Choosing a Career
10. Justice Involved/Expungement
11. Job Clubs



# Recovering Our Workforce Module

## Learning for All: Recovering our Workforce

This course is designed to help library staff assist customers who are job seeking during the coronavirus pandemic. It assumes basic knowledge of the reference interview, basic resume building and job seeking sites. (See Learning for All: Basic Workforce Training if you need to brush up on these skills.)

### **Topics covered include:**

- ▶ 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
- ▶ The course takes approximately 4 hours.



Home / My Courses

Learning for All: Recovering our Workforce



# Recovering Our Workforce Module

## Recovering Our Workforce: Maryland State Workforce Module

### 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?

# Recovering Our Workforce Module

## Learning for All: Recovering our Workforce

*The Gig Economy:* 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.

### **Consider It**

How has the coronavirus affected different occupations? What about the usage of app-based services?

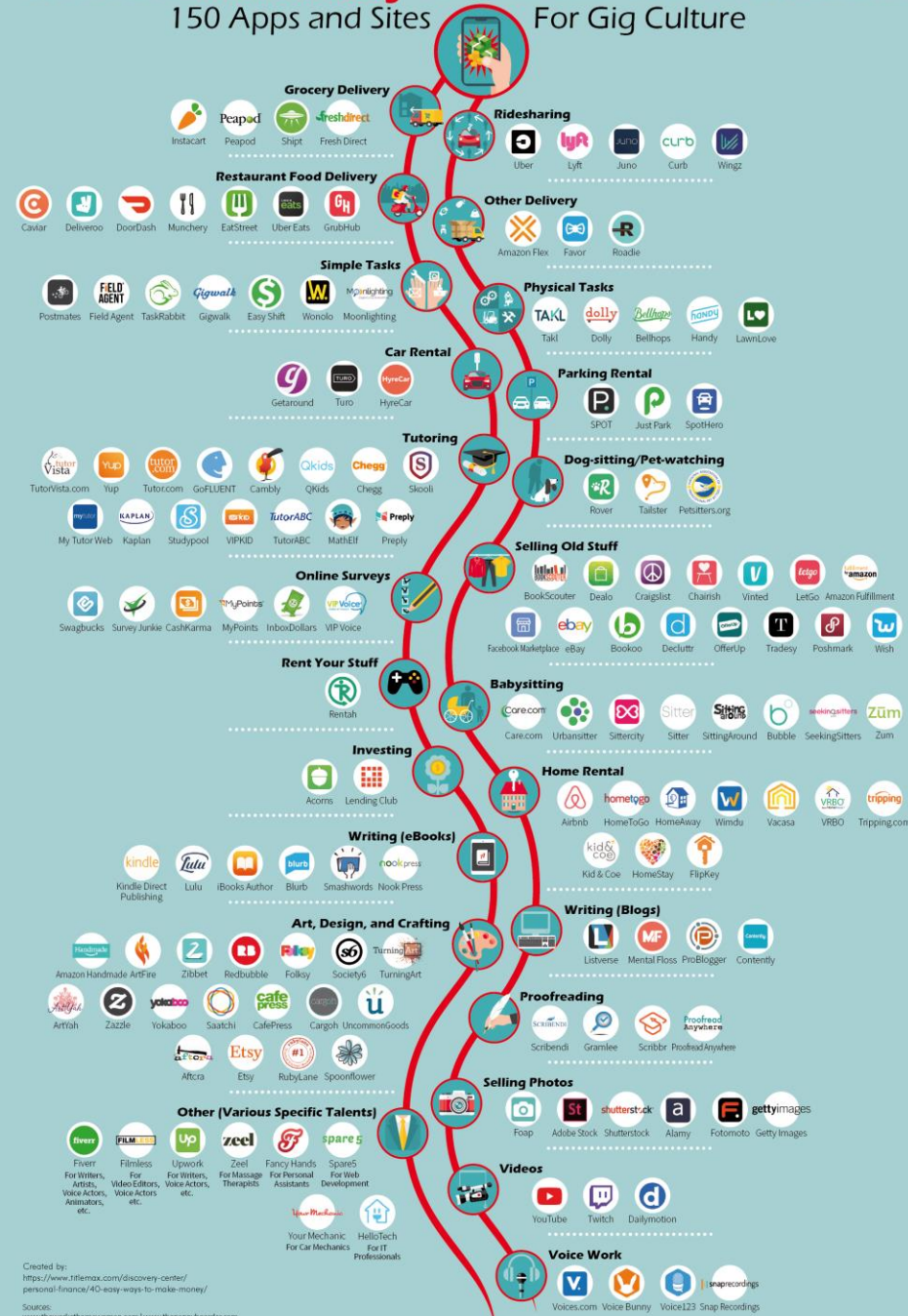


Home / My Courses

Learning for All: Recovering our Workforce

# How to Earn Money Without a Traditional Job

## 150 Apps and Sites For Gig Culture



Created by: <https://www.ftitemax.com/discovery-center/personal-finance/40-easy-ways-to-make-money/>  
 Sources: [www.theworkathomewoman.com](http://www.theworkathomewoman.com) | [www.thepennyhoarder.com](http://www.thepennyhoarder.com) | [www.dollarsprout.com](http://www.dollarsprout.com) | [www.tathery.com](http://www.tathery.com) | [www.mashable.com](http://www.mashable.com)



# Tips for the Workforce Module

- ▶ Don't overthink the assignments.
- ▶ Limit your open forum posts to 250 words or less.
- ▶ Be sure to ask questions.
- ▶ Focus on finding new ways to help your customers.





# Create an Action Plan

## Workforce Development Strategies for Recovery and Resilience

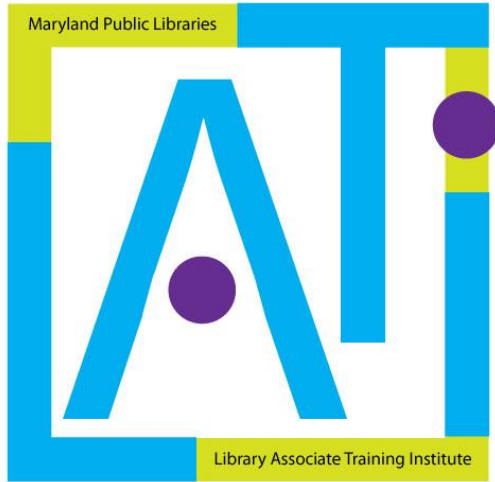
### Workforce Development Plan



#### Conduct a Needs Assessment

What are all the ways in which your library currently offers assistance to job seekers? In what ways are you now offering assistance due to COVID-19 that you were not before?

- ▶ Step 1: Conduct a Needs Assessment
- ▶ Step 2: Identify “building blocks” in place
- ▶ Step 3: Identify Populations; Marketing
- ▶ Step 4: Identify Resources and Partners



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