

# Veterans Connect @ the Library



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Hosted by Infopeople



# Introductions

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# Why California public libraries are helping veterans

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The California State Library has a Statewide LSTA grant **Veterans Connect @ the Library** to provide services to help veterans and their families.

The goals for this grant are to:

- Provide veterans benefits and local service information to veterans and family members, links to other local organizations serving veterans especially local County Service Offices, CalVet and the Federal VA
- Increase registered veterans in the CalVet Reintegration system through use of [myCalVet](#)
- Increase California veteran benefit claims
- Increase use of libraries by veterans and their families



# Our Partner: CalVet

The screenshot shows the CalVet website homepage in a browser window. The browser's address bar displays <https://www.calvet.ca.gov>. The website header features the CalVet logo, which includes the text "CAL VET" and "CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS" alongside a bear silhouette. Navigation links include "Log In / Register", "CalVet Careers", and "Contact Us". A search bar is positioned to the right of the logo. Below the header, a dark blue navigation bar contains links for "Veteran Services / Benefits", "Find a Service Provider", "CalVet Programs", and "About Us", along with social media icons for Facebook, Twitter, YouTube, and RSS. A red notice banner states: "Notice: This Website will be unavailable due to Maintenance from 6:00pm - 7:30pm, Monday, June 9th". The main content area on the left includes a welcome message: "Welcome to the CalVet website, and thank you for your service! You may register to get information tailored to the personal profile you create or simply browse the site anonymously." Below this, it lists benefits such as compensation for service-connected disability, college education, health care, and employment training. A "Veteran Services / Benefits" button is located below the text. On the right side, there are portraits of "Office of Governor Edmund G. Brown Jr." and "CalVet Secretary Peter J. Gravett". A "Getting Started" section features the "my CAL VET" logo and the text: "Register with CalVet to get veteran benefit and service recommendations just for you!". The bottom of the page shows a Windows taskbar with various application icons and a system tray displaying the time as 5:24 PM on 6/6/2014.

# Why libraries when there are so many other agencies serving veterans?

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*“The skill sets, resources and dedication ...can play a crucial role in positively changing the way that veterans return to their communities -- without ...isolation, fear, pain and shame.*

*Libraries...safe places where people care and want to help, and where core professional values of respect and confidentiality are upheld.”*

-Jason Deitch, veteran and partner with Contra Costa Library





# The facts about California Veterans

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“Did you ever serve in the military” You are a veteran!



# The facts about California Veterans

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1.7 million veterans in CA, highest in the US

300,000 veterans will leave the military in each of the next 4 years

40,000 of these veterans will be returning or moving to California

½ of all veterans in California live in five (5) Southern California Counties

# The facts about California Veterans

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# Top Benefit Needs

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# Utilization of services by Veterans in California

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Compensation and pension benefits:  
CA 15.7% - National 16.5%.

Healthcare benefits  
CA 21.8% - National 24.6%

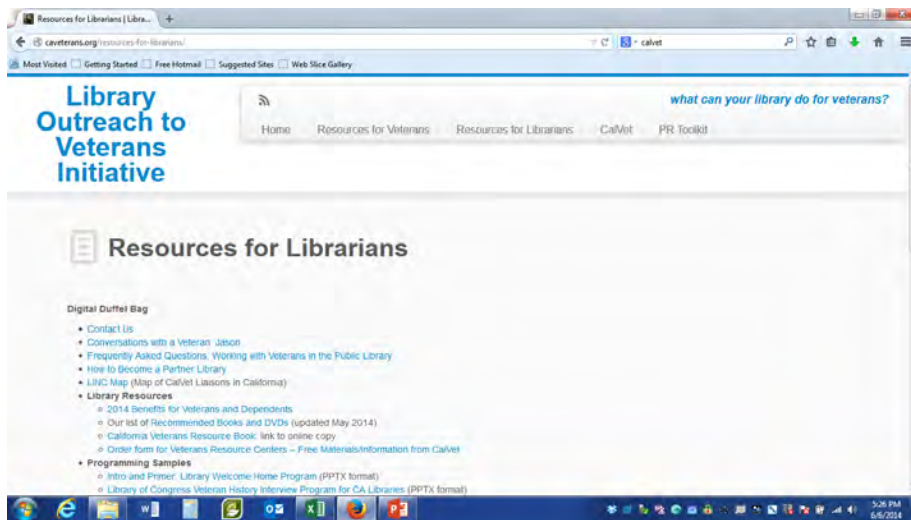
Women veterans will constitute 15% of the California veteran population in 20 years.



# 6 Steps to services to veterans

During past two years 16 libraries have launched services based on our model.

Model is “service in a box” or what we call a “digital duffel bag:  
<http://caveterans.org/resources-for-librarians/>



Step by Step approach

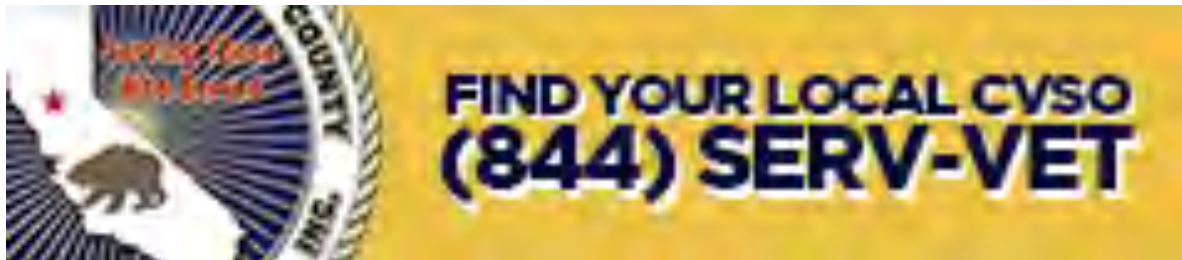
# Step 1

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Research, meet, and get to know your County Veterans Service Officer (CVSO) and other agencies serving veterans in your community.

<http://www.cacvso.org/>

<http://caveterans.org/resources-for-veterans/>



# Step 2

Establish a collection of books and CD for your library  
[60+ recommended books and DVDs for veterans](#)





# Step 2 -continued

Setup up a display area: order posters and pamphlets [Order Form for Free Materials from CalVet](#)



# Step 2 - continued

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Develop an online list of your local resources for veterans and post on your webpage.

- *The four most important websites for libraries serving veterans*

1. <http://caveterans.org/resources-for-librarians/>
2. <https://www.calvet.ca.gov/>
3. <http://www.va.gov/>
4. **Your list of local resources for Veterans**

# Step 3

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## Train Staff

1. This Webinar
2. [Veterans and Public Libraries: What Every Public Library Should Know](#): Infopeople Webinar
3. Complete the CalVet online training module for staff and volunteers. Click [here](#) for a link

# Step 4

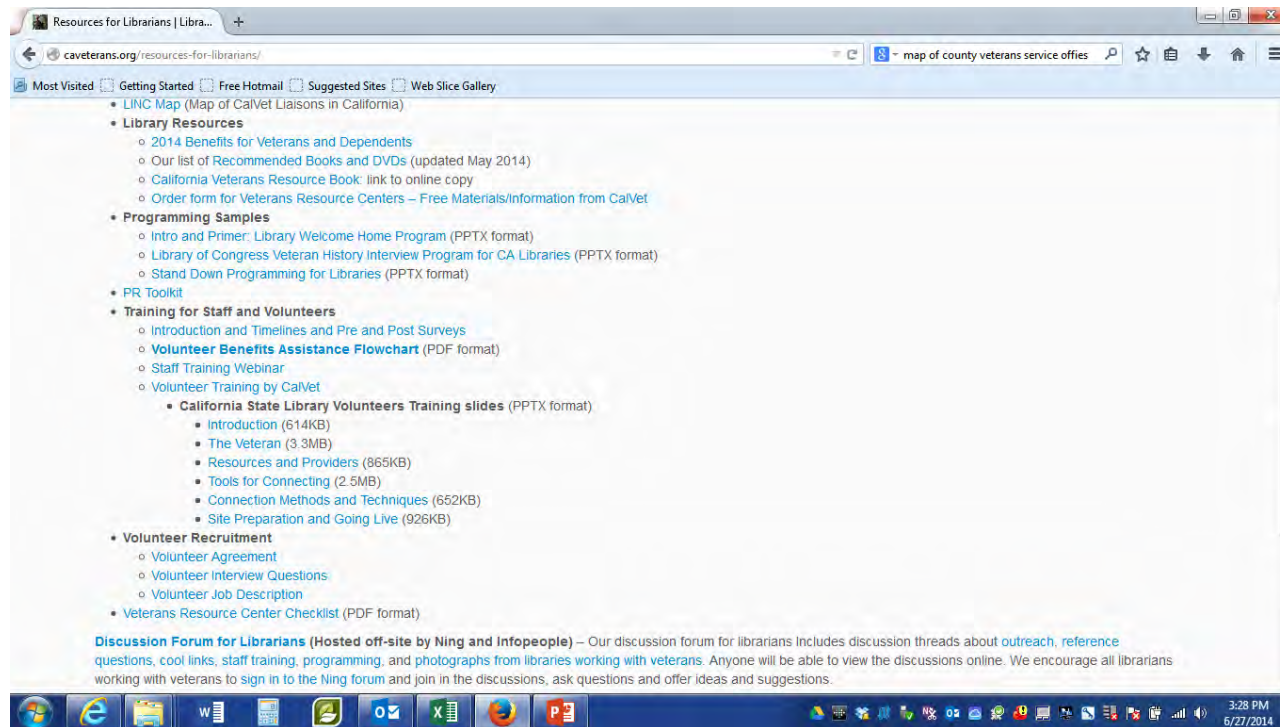
Set up a Veterans Resource Center staffed by trained volunteers



# Step 4 - continued

Get your volunteers on board. Everything you need is found here

- Recruit
- Interview
- Train volunteers



The screenshot shows a web browser window displaying the website "Resources for Librarians | Librarians". The address bar shows "cavers.org/resources-for-librarians/". The page content is organized into a navigation menu with the following categories and sub-items:

- **LINC Map** (Map of CalVet Liaisons in California)
- **Library Resources**
  - 2014 Benefits for Veterans and Dependents
  - Our list of Recommended Books and DVDs (updated May 2014)
  - California Veterans Resource Book: link to online copy
  - Order form for Veterans Resource Centers – Free Materials/Information from CalVet
- **Programming Samples**
  - Intro and Primer: Library Welcome Home Program (PPTX format)
  - Library of Congress Veteran History Interview Program for CA Libraries (PPTX format)
  - Stand Down Programming for Libraries (PPTX format)
- **PR Toolkit**
- **Training for Staff and Volunteers**
  - Introduction and Timelines and Pre and Post Surveys
  - **Volunteer Benefits Assistance Flowchart** (PDF format)
  - Staff Training Webinar
  - Volunteer Training by CalVet
    - **California State Library Volunteers Training slides** (PPTX format)
      - Introduction (614KB)
      - The Veteran (3.3MB)
      - Resources and Providers (865KB)
      - Tools for Connecting (2.5MB)
      - Connection Methods and Techniques (652KB)
      - Site Preparation and Going Live (926KB)
- **Volunteer Recruitment**
  - Volunteer Agreement
  - Volunteer Interview Questions
  - Volunteer Job Description
- **Veterans Resource Center Checklist** (PDF format)

At the bottom of the page, there is a section titled "Discussion Forum for Librarians (Hosted off-site by Ning and Infopop)" with a description: "Our discussion forum for librarians includes discussion threads about outreach, reference questions, cool links, staff training, programming, and photographs from libraries working with veterans. Anyone will be able to view the discussions online. We encourage all librarians working with veterans to sign in to the Ning forum and join in the discussions, ask questions and offer ideas and suggestions."

The Windows taskbar at the bottom shows the time as 3:28 PM on 6/27/2014.



# Step 5

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Present programs in libraries to attract more veterans

- Invite veterans to general audience programs
- 3 programs available on our [website](#)
- Book groups, author talks, etc.
- Samples from other libraries in PR toolkit on our [website](#)
- War Ink an online exhibit of stories told through tattoos of California Veterans is launching 11-11-2014
- Some libraries are already participating in Cal Humanities: *War Comes Home*



# Step 6

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Participate in evaluation of outputs and outcomes

Usage counts monthly

Postcard Surveys to measure the impact of services.

# We invite you to participate

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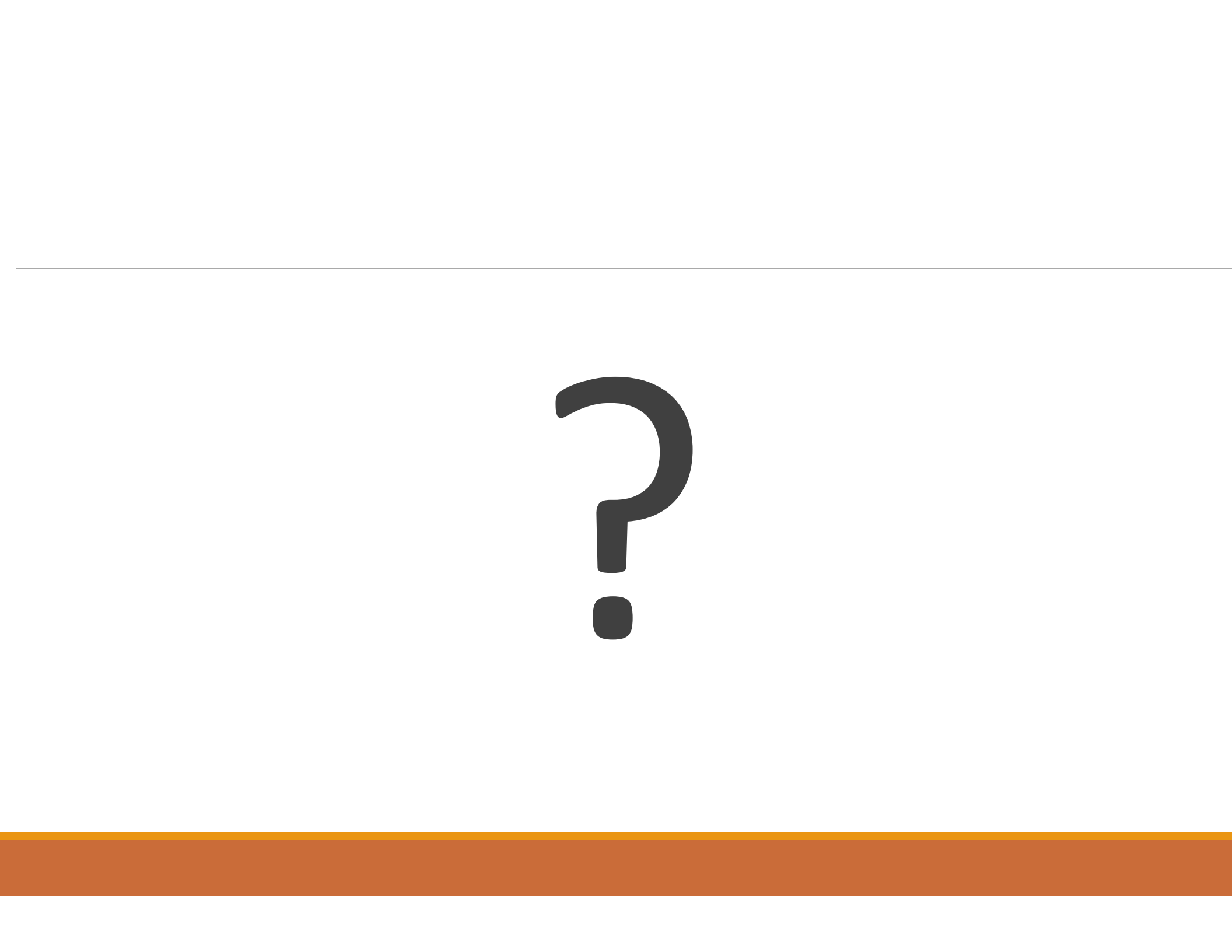
The California State Library is looking for more libraries to join this effort. LSTA funding is available.

Libraries which are selected will receive funding for collections, equipment, programming, staff support, supplies, and coaching from grant monitors.

- Interested: Contact Karen Bosch Cobb at [karenboshcobb@infopeople.org](mailto:karenboshcobb@infopeople.org)
- Your library will be asked to complete a Letter of Commitment signed by your director and submit by July 31, 2014.

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# Thanks

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Contact us at:

Jacquie Brinkley - [jacquiebrinkley@infopeople.org](mailto:jacquiebrinkley@infopeople.org)

Karen Bosch Cobb - [karenboshcobb@infopeople.org](mailto:karenboshcobb@infopeople.org)

John “Buzz” Kraft - [John.Kraft@calvet.ca.gov](mailto:John.Kraft@calvet.ca.gov)





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