Citation Key

for more information see: http://open.umich.edu/wiki/CitationPolicy

Use + Share + Adapt

{ Content the copyright holder, author, or law permits you to use, share and adapt. }

PD-GOV **Public Domain – Government**: Works that are produced by the U.S. Government. (USC 17 § 105)

PD-EXP **Public Domain – Expired**: Works that are no longer protected due to an expired copyright term.

PD-SELF **Public Domain – Self Dedicated**: Works that a copyright holder has dedicated to the public domain.

ZERO **Creative Commons – Zero Waiver**

BY **Creative Commons – Attribution License**

BY-SA **Creative Commons – Attribution Share Alike License**

BY-NC **Creative Commons – Attribution Noncommercial License**

BY-NC-SA **Creative Commons – Attribution Noncommercial Share Alike License**

GNU-FDL **GNU – Free Documentation License**

Make Your Own Assessment

{ Content Open.Michigan believes can be used, shared, and adapted because it is ineligible for copyright. }

PD-INEL **Public Domain – Ineligible**: Works that are ineligible for copyright protection in the U.S. (USC 17 § 102(b)) *laws in your jurisdiction may differ

{ Content Open.Michigan has used under a Fair Use determination. }

FAIR USE **Fair Use**: Use of works that is determined to be Fair consistent with the U.S. Copyright Act. (USC 17 § 107) *laws in your jurisdiction may differ

Our determination **DOES NOT** mean that all uses of this 3rd-party content are Fair Uses and we **DO NOT** guarantee that your use of the content is Fair.

To use this content you should **do your own independent analysis** to determine whether or not your use will be Fair.

Anticipating Information Needs of the Unemployed:
Job & Career Centers (Part 1)
Part 2 (11/2) will focus on model components

SI 645 WEEK 5

OCT 12, 2009

Earliest Job Information Center
Cuyahoga County PL's INFOPLACE

- 1975
- Responded to rising unemployment
- Developed a variety of services designed for unemployed-underemployed
- Coordinated by professional with counseling credential
- Served as a model for other emerging job info services (resource materials; career assessment, career counseling, workshops)

1980s W.K. Kellogg Foundation Initiative: Education & Job Info Centers (EJICs)

- Kellogg funded innovative projects in four states in late 1980s
  - New York (original grant-mid 1980s)
  - Michigan
  - Nebraska
  - Washington
  - Pennsylvania (called Workplace Centers)
- Aim: Help states respond to economic downturn

Kellogg Contributions to EJICs

- Dedicated computers in community library
- Computer-based career assessment software, plus a variety of related software packages (word processing, etc.)
- Funds for staffing and model development in communities
- Funding of program coordinator in each state
- Intensive training of state coordinators who would then train staff;
- Selected state wide staff training (interviewing skills, introduction to work of career counselors)
- Loose coordination in the four states

JCD Role: Analyze and Document This Innovative Practice—"EJICs"

Activities

- Interview key personnel
- Attend, observe major training sessions early in the project
- Examine periodic reports from states and their sites
- Site visits (observations, interviews, etc) to 40 sites in all five states
- Develop and disseminate the components of this innovative practice model

Components of Kellogg-Funded Job Centers

- Resources
  - Reference and need/problem-centered information service
- Appointment based activities
  - Training/Workshops
  - Advising based on career software
  - Career counseling

- Collaboration with relevant agencies
- Changing the facility to better respond to the needs
- Marketing and raising awareness
- Evaluation and reporting

Characteristics of Job Center Staff

- Focus toward the community
- Connections with job related agencies in community as well as other relevant services and consultants
- Skilled in listening and interviewing
- Ability to sort out a variety of needs
- Help people overcome barriers to information
- Help people assess their skills/options
- Provide training as needed
- Know when to refer

Site Visits & Interviews Provided JCD With Data to Document

- *Emerging practice* being developed in these 40 libraries in the 5 states (Starting with Kellogg training, staff at various sites developed variations to the practice over time)

- Types of *needs expressed by clientele* of EJICs to staff (typically librarians at reference departments are not able to identify specific needs)

Job/Career Needs Wheel

Locate job/career info

Assess skills/options

Make decision/take action

Conduct job search; start business

Improve specific skills

Seek additional education

Find support & coping assistance

PD-INEL

Strategies Wheel

Strategy Example:
Training; Skill Building Workshops

Rationale: People have different skill levels; many laid off workers had never written a resume.

- Workshop foci were atypical for libraries at that time—need-based rather than how to use the library
  - Resume clinics
  - Interviewing preparation
  - Career decision making
  - Job seeking strategies
- Workshop Leaders often from community (collaborators)

Strategy Example: Career Counseling

Why? To facilitate the assessment process.

Career counselors:

- have the knowledge and skills needed to go beyond materials and training.
- help people with self-assessment and options.
- often start with assessment software and other tools.
- either hired by library, contracted part time, brought to the library through a collaboration

Strategy Example: Change the Facility To More Effectively Respond to Needs

- Libraries weren't designed for these kinds of services so make it easier to focus on the needs of the clientele

- Rearrange the furniture

- Find a place for conversations

- Find a place for training

- Let the facility help market the service

We'll discuss this 'model' on 11/2

Durrance, Joan C. 1993. *Serving job seekers and career changers: A planning manual for public libraries*. Chicago: Public Library Association, American Library Association.

Durrance, Joan C. 1994. *Meeting community needs with job & career services: A how-to-do-it manual for librarians*. New York: Neal-Schuman Publishers