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THE QUESTIONNAIRE

CLASSES AT THE LIBRARY

1. Does the library offer classes in any of the following subjects?
 - A. Use of internet job boards
 - B. General job search skills
 - C. Resume writing
 - D. GED or other high school equivalency classes
 - E. Civil service exam preparation
 - F. ESL (English as a Second Language)

2. Does the library offer classes in the use of any of the following social networks for job search purposes (or cover its use in general classes about job searches)?
 - A. Facebook
 - B. LinkedIn
 - C. YouTube

RESOURCES AND OTHER INSTRUCTIONAL MATERIALS

3. In the past year, how much did the library spend on books, CDs, instructional materials, eBooks, databases, and other materials specifically to address or equip the job center with reference and educational materials?

4. In the past year, how much did the library spend on books, CDs, instructional materials, eBooks, databases, and other materials specifically to address or equip the job center with reference and educational materials? Per full-time equivalent employee.

5. Name some of the most heavily used resources in your job information center or job related reference collection.

6. Does the library itself serve as a conduit for want ads or other advertisements of job availabilities either through a bulletin board, listserv, or other information device?

7. Has the library itself prepared a video or podcast on how to use the library's overall job-finding resources?

8. What materials or resources are you planning to purchase in the near future to enhance your job research information center or collection and why are you going to purchase such resources?

THE JOB CENTER SPACE

9. How many visitors does the library's employment information center or reference collection attract in a typical week?
10. What has been the average annual percentage increase (or decrease) in such visitors over the past three years?
11. How has the library adjusted its workstation access policies to accommodate those doing job-related research?
12. Has the library ever held a job fair?
13. If the library has ever held a job fair, how many participants attended?

PARTNERSHIPS

14. Has the library partnered with any of the following types of organizations to sponsor classes in job search skills or to otherwise offer job search related advice and information?
 - A. Churches or other houses of religious worship
 - B. Other non-profit organizations
 - C. Unions
 - D. K-12 schools
 - E. Colleges
 - F. Government agencies
15. If you have had cooperative relationships with other organizations in developing or supplying job search information or skills, please briefly describe these ventures.
16. Which phrase best describes the library's attitude toward the use of career coaches?
 - A. We employ or contract one or more at the library to help patrons
 - B. We will put patrons in touch a career coach or give them a list of coaches
 - C. We don't really get involved in this at this point

LIBRARY STAFF

17. About what percentage of reference library staff time would you say is taken up by assistance to job seekers?
18. Does the library have one or more persons specifically devoted to a job center or job center related activities?

19. Explain your personnel strategy for your jobs research effort. Do you have one or more specialists? Do you hire freelancers or contractors to teach classes in resume writing, internet job board use, interviewing skills, and other areas? What is your strategy and how do you deploy staff and other labor?

ONLINE PRESENCE

20. Does the library job center have an online presence on any of the following locales that discusses and presents the job center's resources?
- A. Library website
 - B. Local government website
 - C. Library's LinkedIn page
 - D. Library's Facebook page
 - E. Library's Google+ page
 - F. Library's YouTube page
21. Are there information sources such as websites, listservs, blogs, periodicals, conferences, or other resources that you have found useful in setting up and managing your job information center? If so, what are they?

ASSESSMENT

22. Has the library developed any way to assess or track how its job search efforts help library patrons? Has it developed a database of stories by patrons who found jobs through the library or made some kind of similar efforts?
23. How useful a tool would you say that the library's job center or job reference effort has been in enhancing the library's local image and obtaining funding for the future?
24. What advice would you give to public libraries in setting up or managing a job information center?

SURVEY PARTICIPANTS

Bellingham Public Library (Bellingham, MA)
Cheshire Public Library (Cheshire, CT)
Douglas County Libraries
East Baton Rouge Parish Library
German Historical Institute
Indian Valley Public Library (Telford, PA)
LaFollette Public Library (LaFollette, TN)
Laramie County Library System
Latah County Library District
Lawrence Library (Pepperell, MA)
Linebaugh Public Library (Murfreesboro, TN)
Mishawaka Public Library (Mishawaka, IN)
O’Kelly Memorial Library (Loganville, GA)
Patterson Library (Patterson, NY)
Perry County District Library
Shaker Heights Public Library (Shaker Heights, OH)
Sno-Isle Libraries
Southwest Wisconsin Library System
Spokane Public Library (Spokane, WA)
St. Mary’s County Library
Upland Public Library (Upland, CA)
Westport Public Library (Westport, CT)
Williamson County Public Library
Wilmington Public Library of Clinton County

CHARACTERISTICS OF THE SAMPLE

Overall sample size: 24

By Type of Library

Central library in a system	7
Entire library system	13
Branch library	4

By FTE Employees

Less than 10	9
10 to 49	7
50 or more	8

Type of library, broken out by the total number of full-time equivalent employees at the participant's library or library system.

FTE Employees	Central library in a system	Entire library system	Branch library
Less than 10	42.86%	28.57%	28.57%
10 to 49	15.38%	38.46%	46.15%
50 or more	100.00%	0.00%	0.00%

Total number of full-time equivalent employees at the participant's library or library system, broken out by type of library.

Type of Library	Less than 10	10 to 49	50 or more
Central library in a system	33.33%	22.22%	44.44%
Entire library system	28.57%	71.43%	0.00%
Branch library	25.00%	75.00%	0.00%