



Welcome!

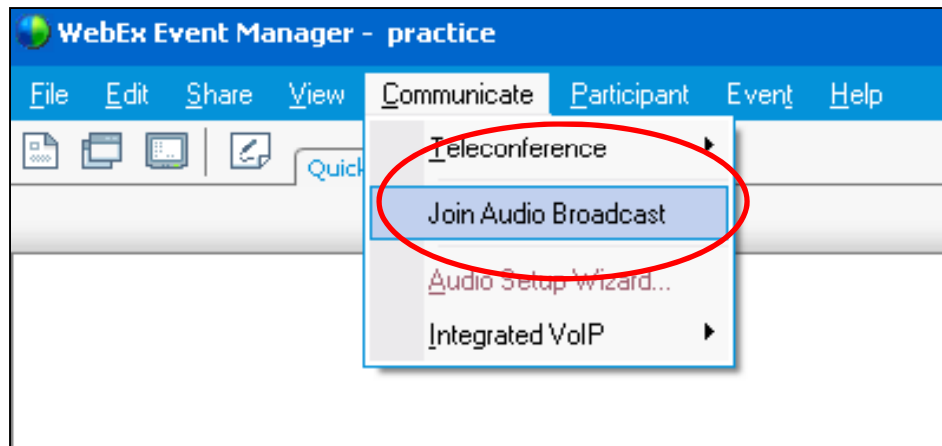
**The webinar will begin at
1:00 Eastern/10:00 Pacific**



Audio broadcast—volume

Today's audio is streaming over your computer's speakers or headphones.

You can adjust the volume on the Audio broadcast box:

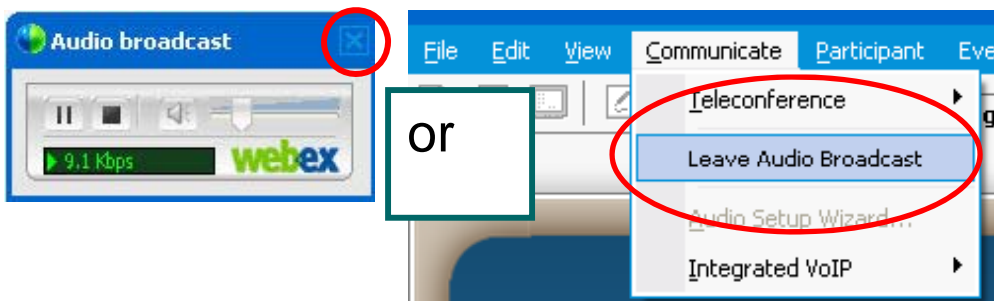




OR access audio by telephone

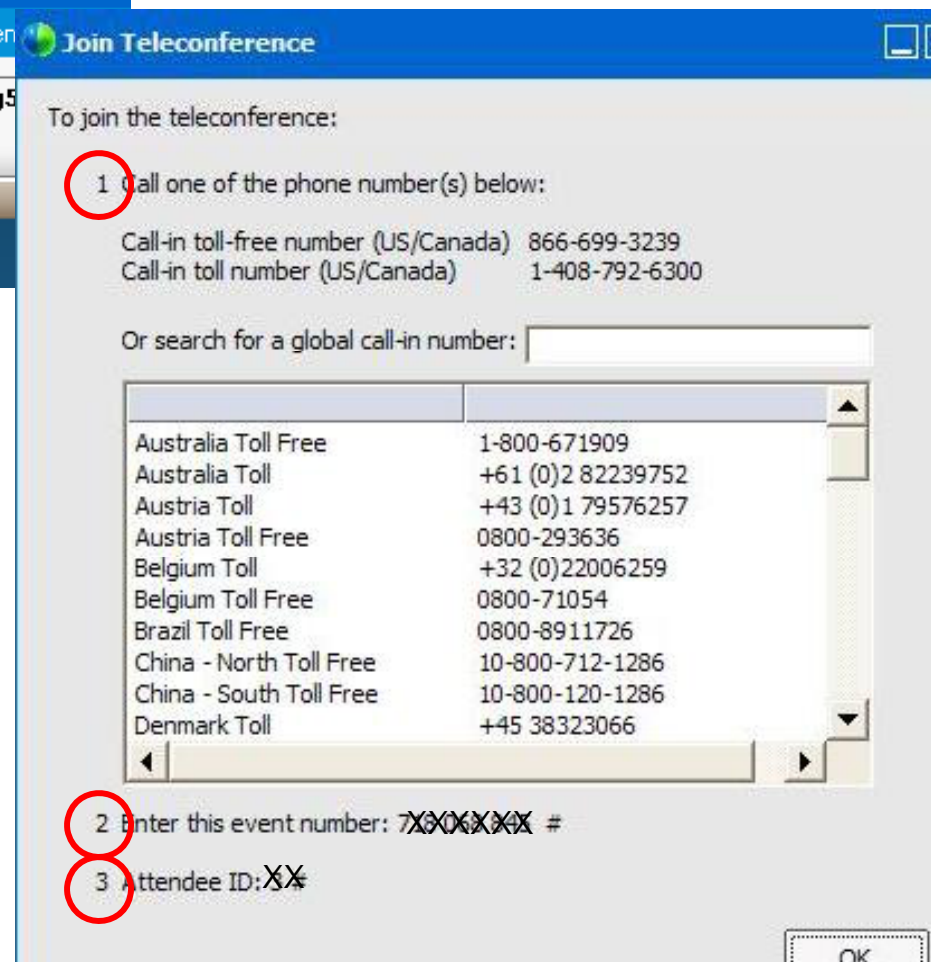
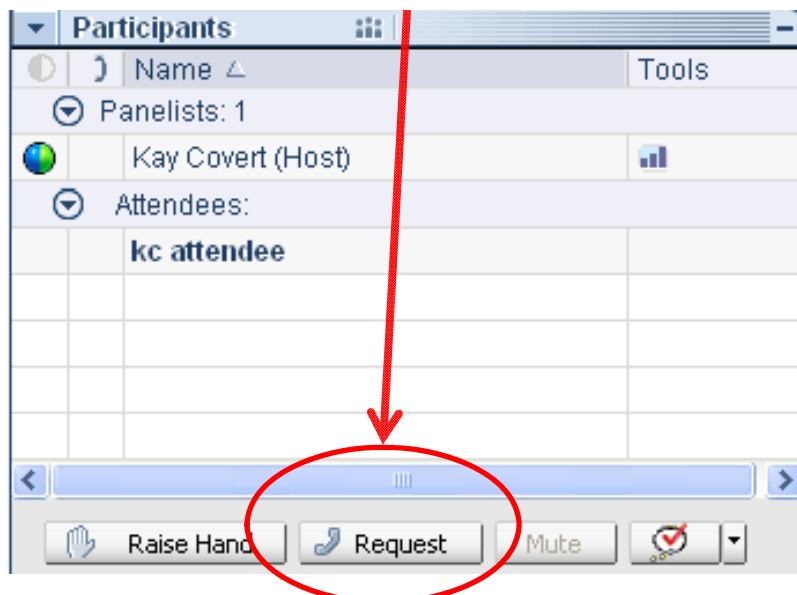
If you cannot or do not wish to listen to today's audio via your computer, please follow these steps to join by telephone.

Step 1: Leave the audio broadcast:



Step 3: Follow dialing instructions on the window that pops up.

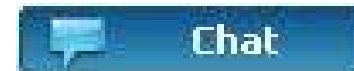
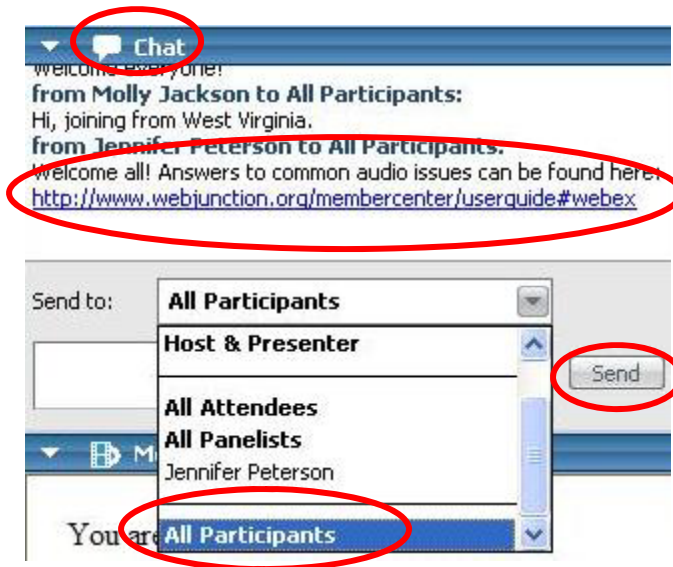
Step 2: Click Request button:





Chat Option

- If you have technical difficulties, please chat privately with “WJ Support.”
- Please post your questions to “All Participants.”
- Please paste to chat your links to relevant resources.



Step 1: Type in the **dialog box**.

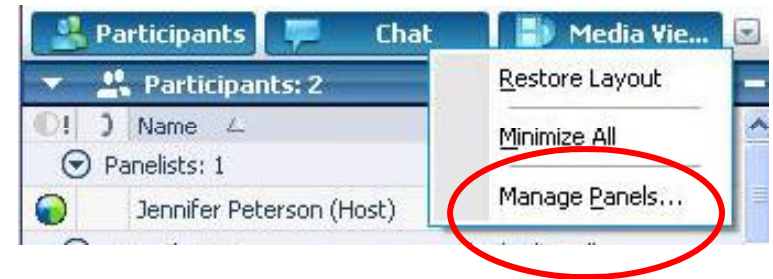
Step 2: Select **recipient(s)** from dropdown option.

Step 3: Click “**Send**” button.

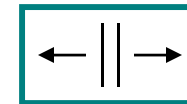


Customize your experience

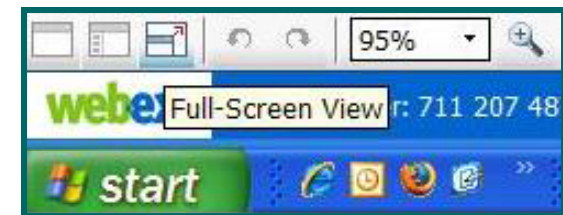
- Panels can be minimized or maximized



- Hover over edge of panels to drag and resize



- Size can be adjusted or presentation can be viewed “full screen”



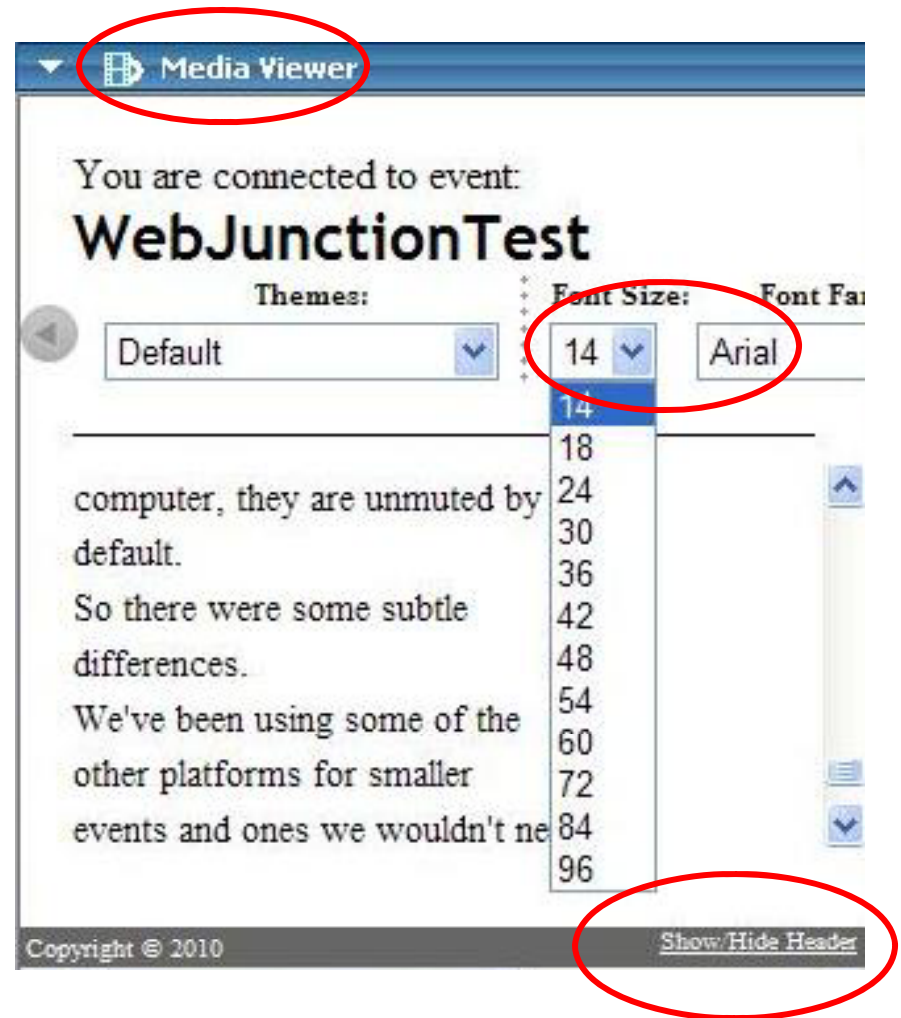
- Use this menu at bottom right to return to panel view

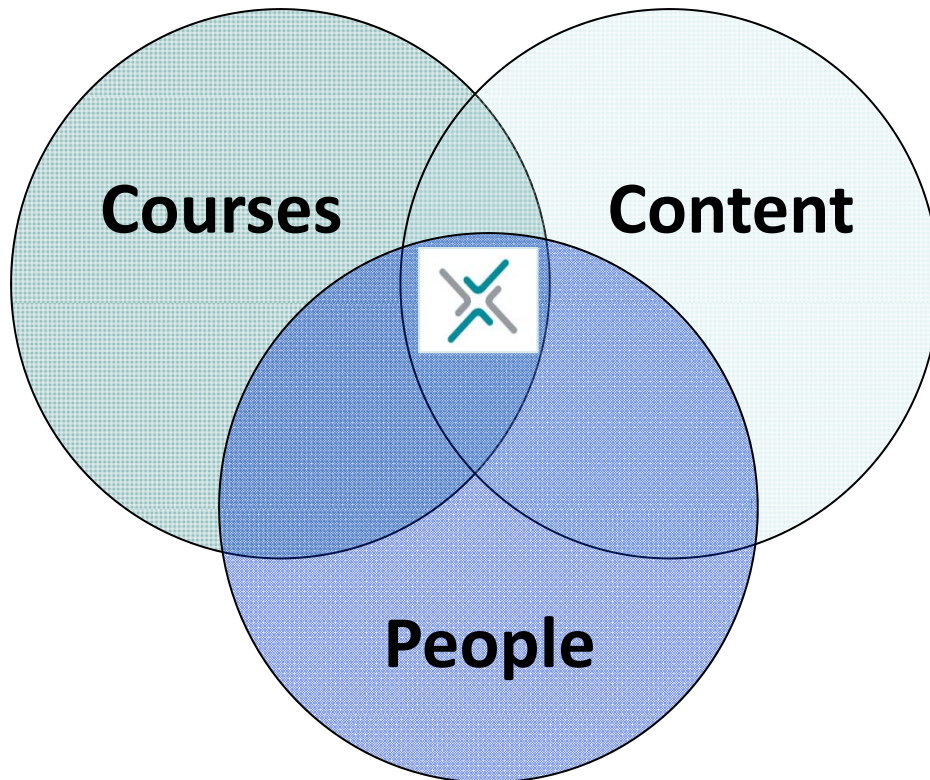




Closed Captioning is available

- Access via the **Media Viewer** on your Panel options.
- You may adjust the **font size and type** for captions.
- Then select **Show/Hide Header** in the bottom right corner.







Today's Producers



Jennifer Peterson

WebJunction
Community Manager



Kendra Morgan

WebJunction
Program Manager



Today's Presenters

Karen Clinton Brown
Library Program
Specialist,
State Library and
Archives of Florida



Nancy Fredericks
E-Government
Librarian,
Pasco County Public
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Sol M. Hirsch
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Alachua County
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Otto C. Pleil
Reference Librarian,
Alachua County
Library District





FLORIDA DEPARTMENT *of* STATE

STATE LIBRARY *and* ARCHIVES *of* FLORIDA



Karen Clinton Brown

Library Program Specialist

E-Government



Florida's E-Government Work Group

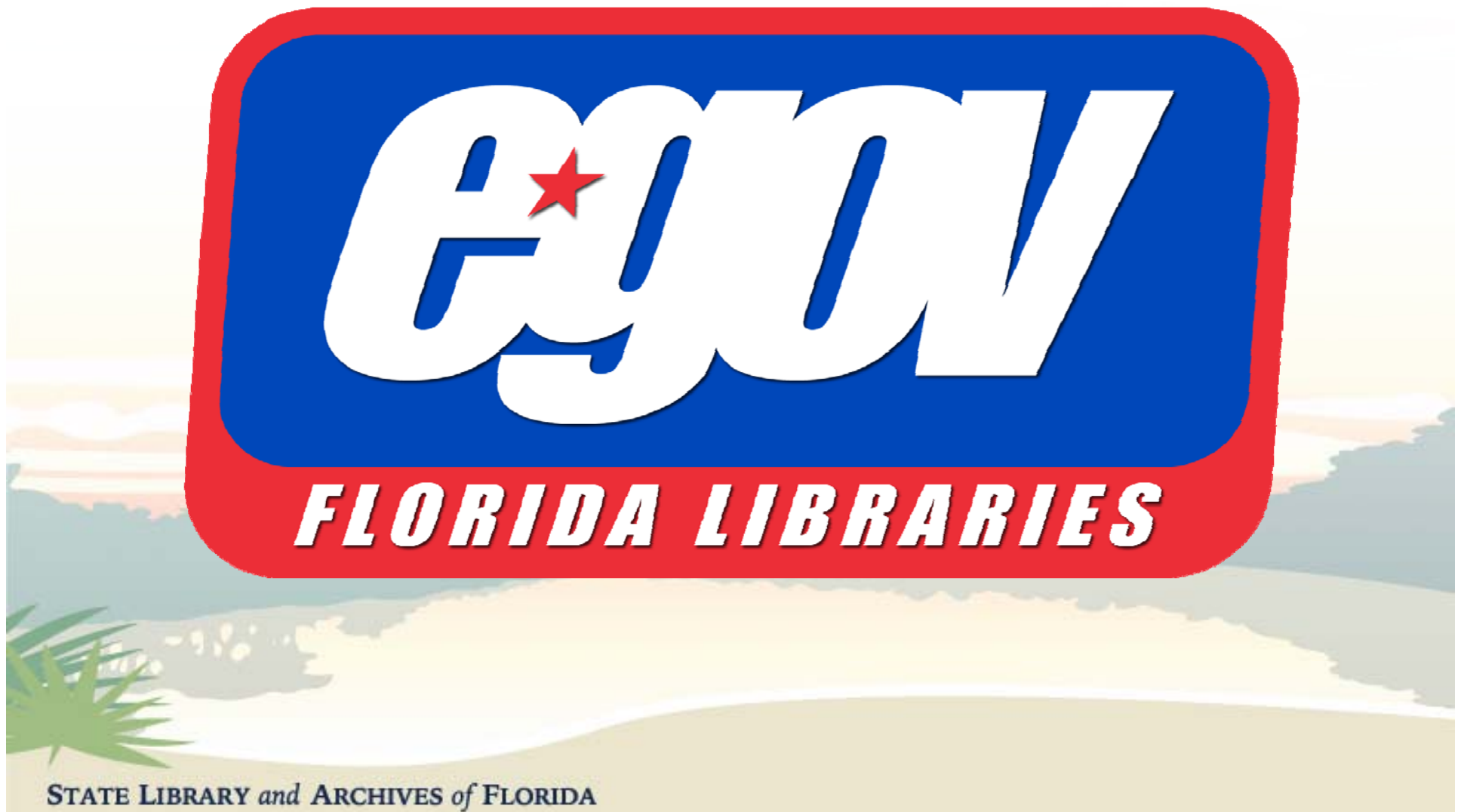
The work group is formed to help the State Library and Archives develop a coordinated statewide approach to addressing needs that public libraries have in providing E-Government services. Using research conducted by FSU's Information Institute and experience, the group will identify and prioritize needs, identify strategies and resources for meeting the needs, and assist in implementing strategies.

- Work Group Minutes, August 18, 2008

Florida's E-Government Work Group

- Develops E-Government guidelines for statewide library use
- Recommends E-Government training topics
- Produces training videos
- Presents at conferences, workshops, webinars and individual libraries
- Provides assistance to libraries
- Develops E-Government logo available to all libraries in Florida

Florida Libraries E-Government Logo



STATE LIBRARY and ARCHIVES of FLORIDA

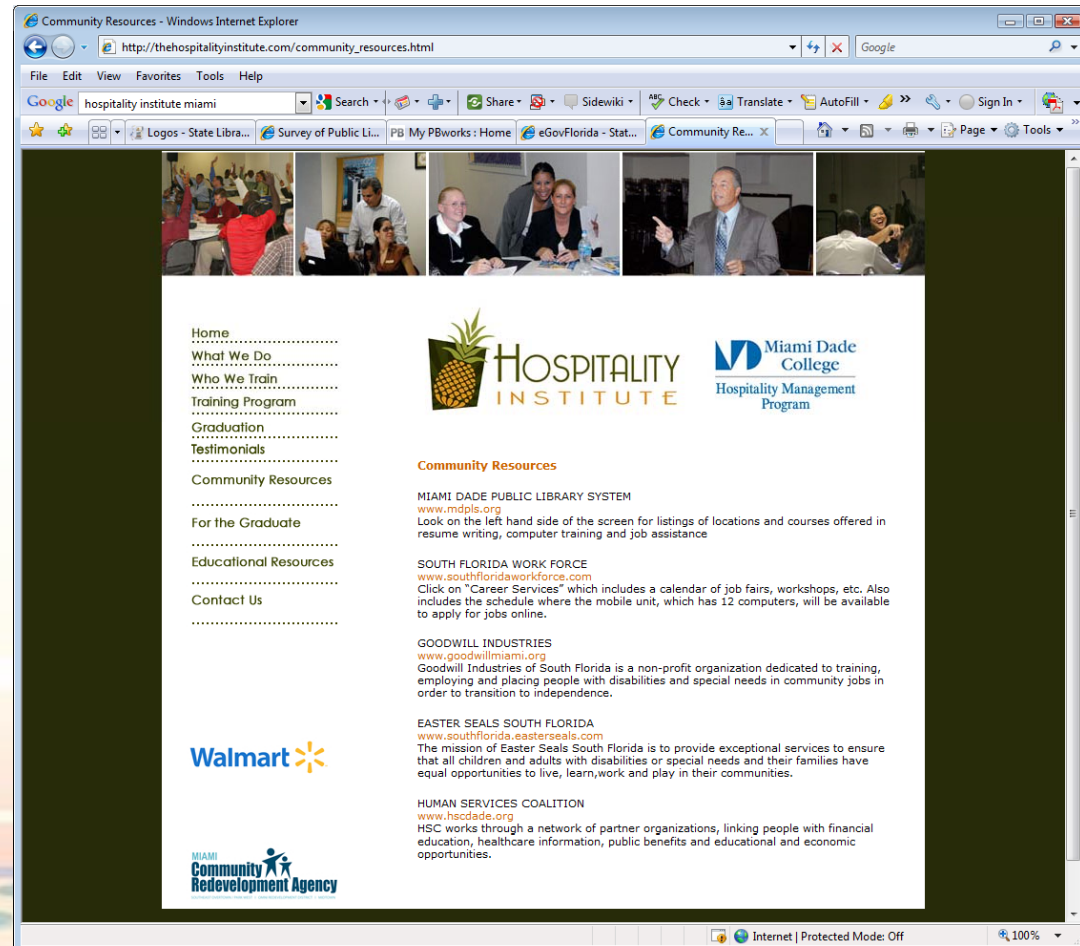
Partnerships and E-Government

- Mossy Pond E-Library
- Calhoun County Public Library
- Panhandle Public Library Cooperative System



Partnerships and E-Government

- Hospitality Institute
- Miami-Dade College
- Miami-Dade Public Library System





FLORIDA DEPARTMENT *of* STATE

Charlie Crist, Governor
Dawn K. Roberts, Interim Secretary of State
Florida Department of State
State Library and Archives of Florida

This publication has been funded under the provisions of the Library Services and Technology Act, from the Institute of Museum and Library Services, administered by the Florida Department of State, State Library and Archives of Florida.



STATE LIBRARY *and* ARCHIVES *of* FLORIDA

Partnering with One Stop Career Centers

Re-Tooling Frontline Staff with
E-Government Resources
Webjunction
Nancy Fredericks, E-Government Services Manager
June 3, 2010



Goals of the Project:

- Teach library customers to navigate the Employ Florida database
www.employflorida.com
 - Familiarize customers with library and community employment resources
 - Instruct customers on how to complete online job applications
-

Florida One-Stop Centers

The screenshot shows a web browser window displaying the Florida One-Stop Centers website. The browser's address bar shows the URL <http://www.floridajobs.org/onestop/onestopdir/index.htm>. The website header includes navigation links for Home, Agency Programs, Agency E-Government, Partners, Events, About Us, and Search. The main header features the State of Florida logo and the text "AGENCY for WORKFORCE INNOVATION". Below the header, there are tabs for "For Job Seekers", "For Employers", and "For Workforce Partners". A "Quicklinks" sidebar on the left lists various services and resources. The main content area is titled "EMPLOY FLORIDA LOCAL AFFILIATE ONE-STOP CENTER DIRECTORY" and features a map of Florida divided into 27 numbered regions. A list of 27 local affiliates is provided below the map, each corresponding to a region on the map.

Home / [Workforce Services](#) / One-Stop Directory

EMPLOY FLORIDA LOCAL AFFILIATE ONE-STOP CENTER DIRECTORY

1 Workforce Escarosa, Inc. Escambia, Santa Rosa	16 Brevard Job Link Brevard
2 Jobs Plus Okaloosa, Walton	17 WorkNet Pinellas Pinellas
3 Chipola Workforce Board Calhoun, Holmes, Jackson, Liberty, Washington	18 Tampa Bay Workforce Alliance Hillsborough
4 Workforce Center Bay, Franklin, Gulf	19 Pasco-Hernando Jobs and Education Partnership Pasco, Hernando
5 Workforce Plus Gadsden, Leon, Wakulla	20 Polk Works Polk
6 North Florida Workforce Development Board Hamilton, Jefferson, Lafayette, Madison, Suwannee, Taylor	21 Suncoast Workforce Manatee, Sarasota
7 Florida Crown Workforce Columbia, Dixie, Gilchrist, Union	22 Heartland Workforce Desoto, Hardee, Highlands
8 WorkSource Baker, Clay, Duval, Nassau, Putnam, St. Johns	23 Workforce Solutions Indian River, Martin, Okeechobee, St. Lucie
9 FloridaWorks Alachua, Bradford	24 Workforce Alliance Palm Beach
10 CLM Workforce Connection Citrus, Levy, Marion	25 Workforce One Broward
11 Workforce Development Board of Flagler and Volusia Counties Flagler, Volusia	26 South Florida Workforce Dade, Monroe
12 Workforce Central Florida	27 Career and Service Centers

Employ Florida Database

The screenshot shows the homepage of the Employ Florida Marketplace. The browser address bar displays <https://www.employflorida.com/>. The page features a large central banner with the 'EMPLOY FLORIDA MARKETPLACE' logo and two buttons: 'FIND A CANDIDATE' and 'FIND A JOB'. To the right, there is a section titled 'A MESSAGE FROM GOVERNOR CHARLIE CRIST' with a photo of the governor and a 'Read More' link. Below this is a login section with fields for 'USERNAME' and 'PASSWORD', a 'SIGN IN' button, and links for 'Not Registered? Learn How and Why', 'Try Us Out as a Guest Without Registering', 'Forgot Username and/or Password?', and 'En Español'. Further down are sections for 'EMPLOYERS' (with links for 'Find a Candidate', 'Register Job Openings', and 'More Employer Options'), 'JOB SEEKERS' (with links for 'Find a Job', 'Create a Resume', and 'More Job Seeker Options'), and 'RESOURCES' (with a link for 'Labor Market Information'). At the bottom left, there is a 'LATEST NEWS AND ANNOUNCEMENTS' section with a link for 'Veteran Employment Information' and a text update about new options for creating tables, graphs, and maps. The browser's status bar at the bottom shows 'Done' on the left and 'www.employflorida.com' on the right.

www.employflorida.com

We Know Where the Jobs Are

The screenshot shows a web browser window displaying the Pasco County Library System's online government services page. The browser's address bar shows the URL <http://pclsegov.blogspot.com/search/label/jobs>. The website features a navigation menu with links to HOME, HEALTH CARE BLOG, JOB SEEKERS BLOG, E-GOVERNMENT PAGE, VIDEOS, CALENDAR, PASCO GOVERNMENT, PASCO LIBRARIES, and MORE BLOGS. The main content area is divided into several sections:

- ASK A LIBRARIAN:** Includes a photo of a woman at a laptop and a link to ask a question.
- Looking for a Job?:** A central section with a photo of a man at a laptop. Text includes: "We're here to help you! The [Pasco County Library](#) is here to help you cope in these tough economic times." and "Laid Off? We have laptop computers available for you to file for [unemployment](#), [search for a job](#), and [create a resume](#). You can make an appointment with a librarian who will help you navigate forms and applications. Call your local branch and ask for the e-government librarian or [schedule an appointment using this form](#)." Below this, it mentions the mobile unit at Career Central and provides a link to see when it will be near you.
- PRESIDENTIAL SPEECHES:** Features a video player for "Honoring Educators in Math and Science" with "Newer" and "Older" navigation buttons.
- CREDIT REPORTS:** Promotes "AnnualCreditReport.com Apartment" with a star rating and a video thumbnail.

At the bottom left, there is a search bar with a "Title" dropdown and a "Search" button, and a "SUBSCRIBE VIA EMAIL" link. A small status bar at the very bottom indicates "Transferring data from ts.vimeo.com.s3.amazonaws.com..."

<http://pclsegov.blogspot.com/>

We Know Where the Jobs Are:

- ❑ One-Stop Center staff presented information about programs available for job assistance, resumes, and training
- ❑ Library staff presented information about library services and programs

Resume Workshop @ the Library Program Flier



Resume Workshops @ the Library

January 7th @ 6:00PM
Regency Park Library

January 19th @ 2:00pm
Centennial Park Library

January 21st @ 4:00pm
Land O' Lakes Library

January 28th @ 10:00am
Hugh Embry Library

February 18th @ 6:00pm
New River Library

February 24th @ 6:00pm
South Holiday Library

February 25th @ 2pm
Hudson Library

For more information call: (727) 861-3040

Resume Workshops @ the Library:

- ❑ One-Stop Center staff provided instruction for creating effective resumes including one-on-one review
 - ❑ Library staff provided information about library programs and services
-

We Know Where the Jobs Are-Part II

The screenshot shows a web browser window displaying the Pasco County Library System's online government services page. The browser's address bar shows the URL: <http://www.pasco.org/egov>. The page features a navigation menu with links to Home, Health Care Blog, Job Seekers Blog, E-Government Page, Videos, Calendar, Pasco Government, Pasco Libraries, and More Blogs. The main content area is divided into three columns. The left column, titled 'ASK A LIBRARIAN', includes a link to ask a question, a search bar, and an email subscription form. The middle column, titled 'HANDS-ON JOBS WORKSHOPS @ THE PASCO LIBRARIES', features a photo of a man with a laptop and text describing the workshops. The right column, titled 'PRESIDENTIAL SPEECHES', includes a video player for 'Elena Kagan, In Her Own Words' and a section for 'CREDIT REPORTS' with a video player for 'AnnualCreditReport.com Apartm...'. The browser's taskbar shows several open windows, including 'Tnawith Web Messaging', 'Event Registratinn', and 'Hands-On Jobs Worksho...'. The system tray at the bottom indicates the date and time as 10:00 AM on 3/11/2010.

egov PASCO COUNTY LIBRARY SYSTEM
ONLINE GOVERNMENT SERVICES

HOME | HEALTH CARE BLOG | JOB SEEKERS BLOG | E-GOVERNMENT PAGE | VIDEOS | CALENDAR | PASCO GOVERNMENT | PASCO LIBRARIES | MORE BLOGS |

ASK A LIBRARIAN

Click [Here](#) to ask a question about any topic.

PCLS

Welcome to the Pasco County Library System E-Government Blog.

SEARCH OUR CATALOG

Title Search

SUBSCRIBE VIA EMAIL


Enter your email address:

Delivered by [FeedBurner](#)

CATEGORIES

- 211 (4)
- 211 Pasco (1)
- 211. Pasco (3)

HANDS-ON JOBS WORKSHOPS @ THE PASCO LIBRARIES



The Pasco County Library will be offering hands-on job searching workshops for job seekers. Each participant will have an opportunity to find job listings online, fill-in online applications, and prepare online resumes using the [Employ Florida](#) website. One-on-one assistance will be provided. Space is limited and registration is requested. Call your local Pasco County Library to register.

The workshops will be offered at the following times and dates:

- March 9th 10am**
Hugh Embry Library
14215 Fourth Street
Dade City, FL 33523
(352) 567-3576
- March 17th 2pm**
Hudson Library
8012 Library Road
Hudson, FL 34667
(727) 861-3040
- March 18th 2pm**

PRESIDENTIAL SPEECHES

Newer  Older

Elena Kagan, In Her Own Words
15 days ago

vimeo

CREDIT REPORTS

AnnualCreditReport.com Apartm...

AnnualCreditReport.com YouTube

0:00 / 0:45

We Know Where the Jobs Are

Part II

- ❑ Library staff demonstrated how to navigate the Employ Florida database
- ❑ Participants had an opportunity to find and apply for jobs
- ❑ Library staff was available for one-on-one assistance

Mobile One-Stop @ Libraries

The screenshot shows a web browser window displaying the Pasco Libraries website. The browser's address bar shows the URL "Pasco County Library Co...". The website header features the logo "PASCOLIBRARIES.ORG" and the tagline "BOOKS ARE JUST THE BEGINNING". Below the header, there is a navigation menu with links for Home, Login, About the Library, Catalog/Research, Support the Library, Español, Kids, Teens, Books, Events, Walls, Videos, Social Pages, and E-Government. The main content area is divided into two columns. The left column is titled "News & Links" and features a photo of Barack Obama with the text "WATCH PRESIDENTIAL ADDRESSES/SPEECHES". The right column is titled "What's New @ the Library?" and features a photo of a mobile one-stop bus with the text "Career Central Mobile One Stop". Below the bus photo, there is a list of dates and times for the mobile one-stop bus, including "Thursday, May 05, 2010 @ 10:00 AM" and "Thursday, May 27, 2010 @ 10:00 AM". At the bottom of the page, there is a search bar with a "Keyword" dropdown and a "Search" button, along with radio buttons for "Old Catalog", "New Catalog (LS2)", "Google", and "Site Search".

PASCOLIBRARIES.ORG BOOKS ARE JUST THE BEGINNING
SPONSORED BY YOUR PASCO BOARD OF COUNTY COMMISSIONERS
PASCO COUNTY LIBRARY SYSTEM ZEPHYRHILLS PUBLIC LIBRARY

Home Login About the Library Catalog/Research Support the Library Español Kids Teens Books Events Walls Videos Social Pages E-Government

News & Links

What's New @ the Library?

Career Central Mobile One Stop

Career Cental's Mobile One Stop Bus will be at the Following Locations:
Hugh Embry

Thursday, May 05, 2010 @ 10:00 AM
Thursday, May 27, 2010 @ 10:00 AM

Hudson Regional Library

Wednesday, April 28, 2010 @ 11:00 AM
Wednesday, May 12, 2010 @ 9:30 AM
Wednesday, May 19, 2010 @ 9:30 AM
Wednesday, May 26, 2010 @ 11:00 AM

Need help looking for a Job?
Filling out an Application?
Job Training?
Unemployment Benefit Issues?
Mobile One Stop can Help You.

Back Forward

Book River Coming Soon Teen SRC LAMEcon 2 Small Business Jobs AudioBooks Tumblebooks

Keyword Search Old Catalog New Catalog (LS2) Google Site Search

Mobile One-Stop

- RV with computers and staffing from one-stop center parks outside library branches to provide assistance
- Library advertises dates

Outcomes:

- Customers needed more basic computer instruction
 - Customers needed assistance in other areas such as health insurance, housing, food
 - Customers were surprised to see how many jobs were available
 - Customers were pleased with breadth of library services available
-

Customer Comments:

- ❑ "New to the State, enjoyed the class, received a lot of useful info."
 - ❑ "Thank you...very informative...used the laptops...hope the grant will continue-it is a very needed service;"
 - ❑ "Definitely has given me hope."
-

More E-Government Tools for You

Quick Links

Quick Links

You can call the library at 727.861.3040 to schedule an appointment with our E-Government Services Librarian, send us an email to schedule an appointment by clicking [HERE](#).

Click image below to watch Florida Legislature



View Florida Channel [HERE](#).

See Weekly Gubernatorial Addresses [HERE](#)

See Weekly Presidential Addresses [HERE](#)

E-Government Tools



Pasco County Library E-Government Resources

Below are Powerpoint, Word, and Excel files used to provide and detail E-Government services. Click on the bolded text to the left of any description to download the file.

E-Government Powerpoint Presentations

E-Government Websites A collection of state and federal E-Government resources.
State Library E-Government Presentation A collection of E-Government tips, tools, and best practices.
Resources for Seniors Presentation A collection of sites, informations, and tips for Seniors using the internet.

Collecting Information and Compiling E-Government Statistics

E-Government Log A collection form for the tabulation of E-Government requests and laptop usage.
Statistical Spreadsheet A multi-worksheet Excel file with formulas, reports, and charts specifically designed to compile and display data from the E-Government Log above.

Done Internet 100%

<http://pascolibraries.org/egovtools.shtml>

Contact:

Nancy Fredericks

Pasco County Public Library

nancyfredericks@pascolibraries.org



alachua county
library district

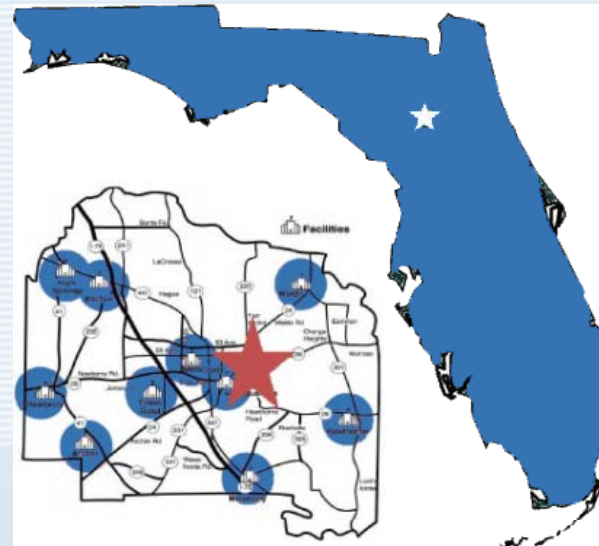
...thinking outside the book

Sol Hirsch

Library Director

Otto C. Pleil

Librarian



Headquarters Library: 401 E University Avenue, Gainesville FL 32601 | (352) 334-3900 | www.aclib.us

The Library Partnership ...A Neighborhood Resource Center



The Library Partnership

...A Neighborhood Resource Center

- Alachua County Library District
- The Partnership for Strong Families
- Florida Department of Children and Families
- Casey Family Programs



The Library Partnership

...A Neighborhood Resource Center

- What is it?
- Who is involved?
- How it happened
- How it works
- Why it is needed
- Why it is effective
- Preliminary results



The Library Partnership

...A Neighborhood Resource Center

➤ What is it?

- Central community resource to strengthen families
- Library E-Government & social services providers co-located
- Self Sufficiency, Family Support & Child Development, Health & Safety

The Library Partnership

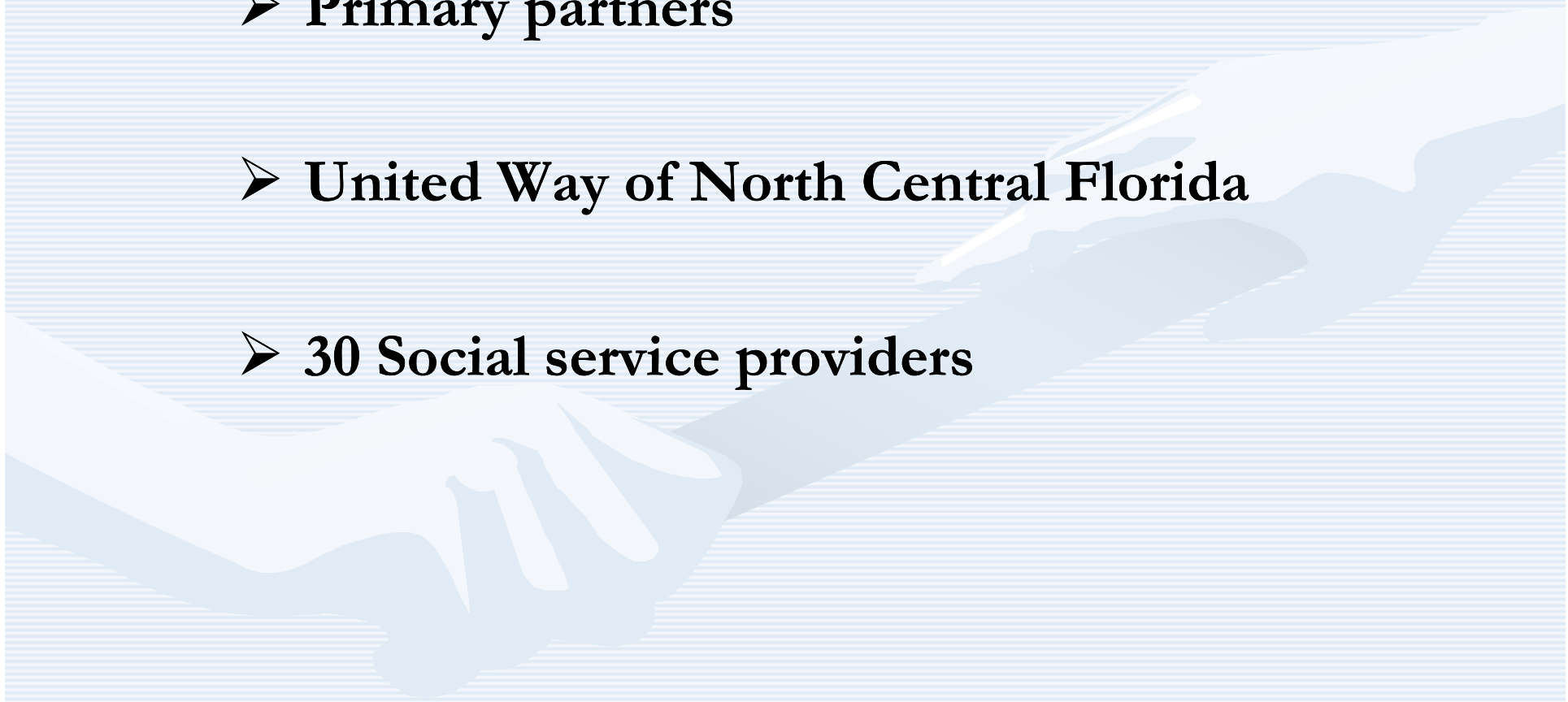
...A Neighborhood Resource Center

- **Who is involved?**

- **Primary partners**

- **United Way of North Central Florida**

- **30 Social service providers**



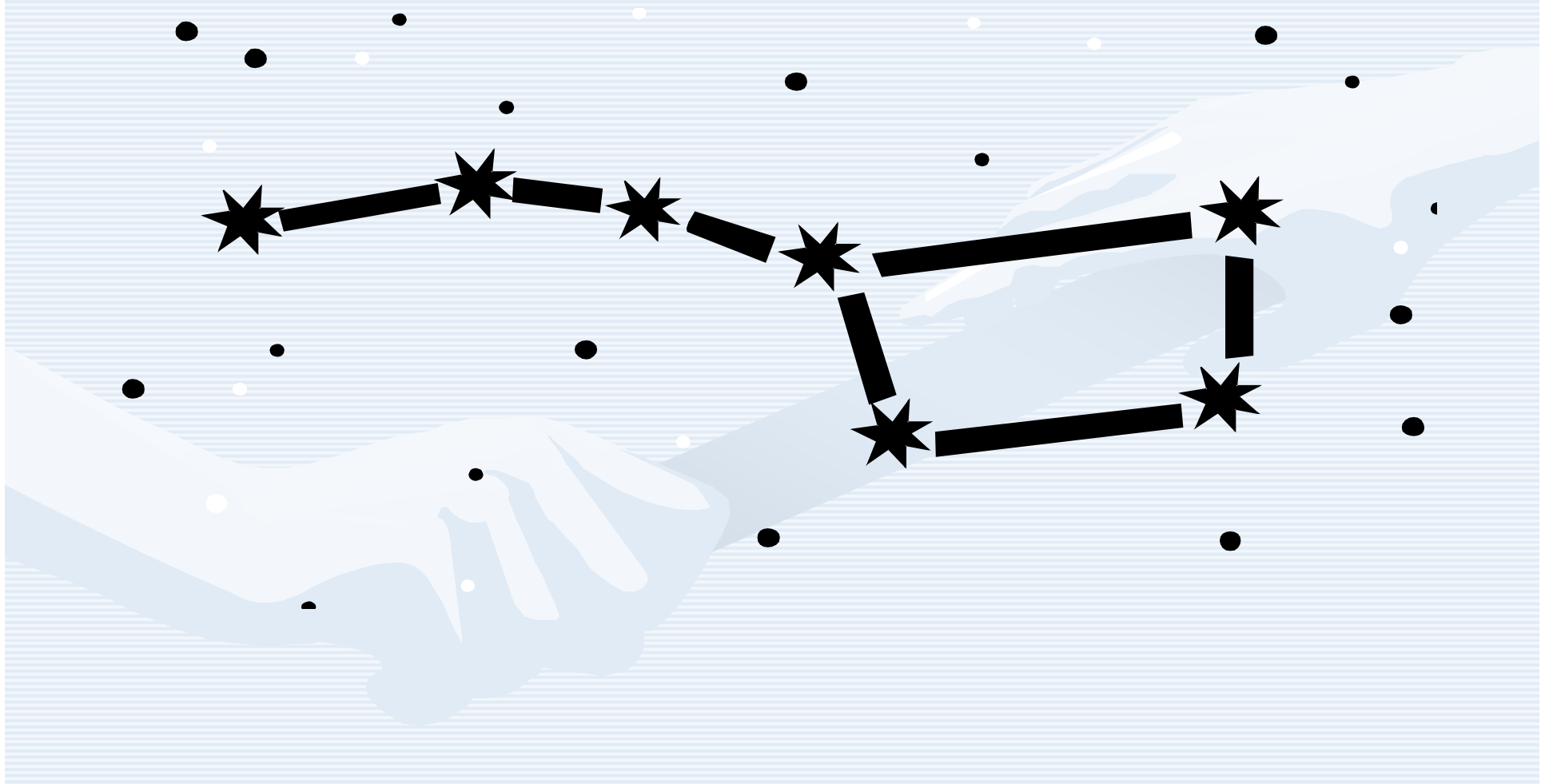
The Library Partnership ...A Neighborhood Resource Center



The Library Partnership

...A Neighborhood Resource Center

➤ How it happened



The Library Partnership

...A Neighborhood Resource Center

➤ How it happened

➤ DCF, PSF, Casey Family Programs

- December 2007 – Casey Family Programs funding to develop concept to reduce children from entering the foster care system targeting vulnerable communities
- Identified “hotspots” by zip code
- Defined Neighborhood Resource Center concept
- Developed list of potential social service providers
- June 2008 – met with agencies to develop structure

The Library Partnership

...A Neighborhood Resource Center

➤ How it happened

➤ Alachua County Library District

- Search for an Eastside Branch site
- Seeking partner – UF, SFC, UF/Shands Hospital, City of Gainesville, School Board, local developers
- FY 2008/09 Budget Plan – identified possibility of storefront library
- FY 2008/09 – started expansion of Millhopper Branch Library, opened temporary, smaller branch



The Library Partnership

...A Neighborhood Resource Center

➤ How it happened

- October 2008 - At Alachua County Children's Alliance, Library learns of 32609 Project
- DCF, PSF, ACLD visit sites and select one
- November 2008 - ACLD Governing Board informed
- December 2008 - ACLD works on lease and sub-lease with PSF
- January 2009 - ACLD Governing Board approves leases
- February 2009 - Design and build-out begin
- June 15, 2009 - Soft opening
- July 8, 2009 - Grand opening
- August 1, 2009 – Community Day Event









The Library Partnership

...A Neighborhood Resource Center

➤ How it works

- Name combines ACLD and PSF
- Designed together with architect
- Staff from both agencies work together
 - Coordinate hours of service
 - Work schedules
 - Programs
 - Volunteers

The Library Partnership

...A Neighborhood Resource Center

➤ How it works

➤ ACLD

- Full service library
- E-Government emphasis

➤ PSF

- Area CBC under contract to DCF
- Provides child/family services in support of DCF
- Coordinates social service agencies that are subcontracted to evaluate, support, and monitor

The Library Partnership

...A Neighborhood Resource Center

➤ Why it is needed

- Highest incidence of child maltreatment
- Highest % of total teen births
- Second highest % of Medicaid births
- Second highest % without high school diploma
- Third highest % of single parent families
- One of most racially diverse areas in Florida

The Library Partnership

...A Neighborhood Resource Center

➤ Why it is effective

- Social service agencies and E-Government providers (public library) housed together
- Work of social service agencies and library complement each other
- Cost effective and efficient
 - Operational costs shared
 - Share use of children's space and meeting room
 - Agencies provide many programs

The Library Partnership

...A Neighborhood Resource Center

- **Why it is effective – Library perspective**
 - **Not for all libraries or community**
 - **Public library commitment to E-Government**
 - **Created dialogue between agencies recommending and providing E-Government services**
 - **In many cases, libraries designed their approach to E-Government without input from providers**
 - **Collaboration provides better planning and approaches to meet the client's needs**

The Library Partnership

...A Neighborhood Resource Center

- **Why it is effective – Library perspective**
 - **Indirect benefits**
 - Enhances library's place in the community
 - Creates more support for library services by being ingrained in social service network – new advocates
 - More opportunities for library to be invited to table
 - More opportunities for specific collaborations
 - Brings to library persons of all ages who might not otherwise use the library

The Library Partnership

...A Neighborhood Resource Center

➤ Preliminary results

- Averaging about 5,000 visits a month
- Issued more than 600 new library cards
- Programs – Averaging 45 - 50 monthly co-sponsored with partners
- Some partners making better use of facility, some are not and may drop out
- United Way Day of Caring focused on the area
- Discussion of expanding by using Harlem Children's Zone model
- Great enthusiasm – Word of mouth referrals













The Library Partnership

A Neighborhood Resource Center



valuing children + strengthening families + engaging the community

E-Government: Staff Impact

➤ Role of Public Libraries

➤ What key words come to mind?

- BOOKS, VIDEOS, MUSIC
- LEADERSHIP
- PROGRAMS
- TECHNOLOGY
- SERVICE
- REFERENCE
- INFORMATION
- INTERNET
- COMPUTERS
- LITERACY
- TRAINING
- EDUCATION
- ACCESS
- RESOURCES...

- *BOOKS, VIDEOS, MUSIC*
- *LEADERSHIP*
- *PROGRAMS*
- *TECHNOLOGY*
- *SERVICE*
- *REFERENCE*
- *INFORMATION*
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- INFORMATION
- INTERNET
- COMPUTERS
- LITERACY
- TRAINING
- EDUCATION
- ACCESS
- RESOURCES...

E-Government: Staff Impact

➤ My E-Government Experience

➤ Rural Libraries (2008-present)

- Grant-funded project; team of 8
- Assessing E-Government needs
- Following up on progress



➤ Library Partnership (2009)

- Temporary staff member
- New/Returning patrons
- Complementing services
- More individual attention



E-Government: Staff Impact

➤ Desk Experience...

➤ Frequently asked questions...

- Do you have a fax machine?
- How can I get on a computer?
- How can I get on the internet?
- Can you help me fill out an application on the computer?
- The computer isn't working. Can I get some help?
- Where can I look for jobs?
- Can you help me with my resume?
- Can I get an e-mail address from you?

E-Government: Staff Impact

- **Challenging situations from the desk...**
 - Level of service to helping someone
 - Length of time devoted to helping someone
 - Time limits on internet computers
 - Need for 2 or more people on 1 computer, including families (babies)
 - Availability of resources on hand for assistance
 - Availability of 1-on-1 help; immediate, as needed, on demand help
 - Familiarity with computers, internet, e-mail
 - Familiarity with local, state and federal Web sites
 - Familiarity with social service organizations
 - Patrons with poor literacy
 - Patrons with little or no computer skills

E-Government: Staff Impact

➤ Lessons learned...

➤ E-Government has a broad impact

(literacy, computer skills, technology, advocacy, etc.)

➤ There's a shift in libraries (priorities)

➤ There's a change in types of library patrons

➤ Smaller libraries can be most challenged

(technology, training, staff, resources, knowledge)

➤ Smaller libraries can help bridge digital divide

➤ Levels of service vary

➤ Flexibility and initiative to learn are key



alachua county
library district

...thinking outside the book

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