



Office of Commonwealth Libraries Public Library Workforce Development Services 2017 Survey Highlights

Respondents:

- 200 responding public libraries in April 2017

Workforce Development Services: (questions 1, 10, and 12)

- 72% offer workforce services. Of these, 13% focus on low-income residents.
- 50% rank workforce services as a medium priority; 14% rank them as a high priority.

Workforce Development Assets: (question 13)

- Top-ranked workforce service assets:
 - Operating hours, including weekend hours (90%) and evening hours (85%);
 - Computer technology and high-speed internet access (84%);
 - Library collections (74%), meeting space (72%), and physical location (67%).

Workforce Services: (question 2, 3, 4)

- 100% provide Internet access (desktop and Wi-Fi); 29% lend laptops or tablets;
- 70% provide online resources on subjects such as careers and occupations, text preparation, and job-search skills;
- 50% hold classes on computer job-search skills; 39% hold classes on resume writing or interviews; and
- 31% hold classes on planning for educational expenses.

Partnerships with Community Organizations: (questions 6-8)

- 61% have workforce-related partnerships. Top-ranked partner types:
 - Local CareerLink office (54%);
 - Non-profits that serve low-income residents (41%); and
 - Local literacy organizations (36%).
- Top-ranked partnership activities:
 - Partners providing information or resources to the library (69%);
 - Libraries making referrals to partner agencies (63%); and
 - Partners using library space for activities (45%).

Support that Would Benefit Library Workforce Services: (question 14)

- Top-ranked items that would help libraries provide workforce services are:
 - More funding (71%) or more staff time (66%);
 - More staff training (61%); and
 - Help developing workforce classes and programming (59%).

Top Staff Training Needs (question 15-16)

- Top-ranked staff training topics are:
 - Learning how to make better referrals to other agencies (88%);
 - Improving staff knowledge about workforce agency services (87%); and
 - Improving staff expertise to provide workforce classes and programs (77%).