



2009 Renew Washington Grants

Final Narrative Report Cover Sheet

Date September 29, 2010 Contract # G-4306 Grant # 09-TC-021

Library Pierce County Library System

Title of Grant Job & Resource Skill Center Project (now known as Job + Business Centers)

Amount Awarded \$50,000

Grant Period

Start Date November 19, 2009 Through August 13, 2010

Reporting Period

Start Date November 19, 2009 Through August 13, 2010

Submitted by Michele Leininger

Signatures Certifying the Final Report

We certify that all of the information contain herein is correct to the best of our knowledge. We certify that 13 of 13 objectives of this grant have been achieved. We certify this report includes an analysis of each objective of this grant and an evaluation of the impact this grant has made on our services. We certify \$50,000 has been claimed and \$0 of the amount originally awarded was not used and the reasons are explained in this report.

Signatory _____ Date September 29, 2010

Fiscal Agent _____ Date September 29, 2010

Signatory: *Defined as the person who would sign the grant contract and whose signature will be a representation that the legal entity submitting this report has authority to enter into the grant contract; and that the signatory has the authority to sign the grant contract on behalf off the legal entity.*

Fiscal Agent: *Defined as an individual authorized by the Grantee's governing body to obligate it to the financial liabilities and accountable to the Grantees governing body for the integrity of the official accounting system and the financial statements that the system provides.*

Submit this form and the Final Narrative Report to:

**Anne Yarbrough
Grants Program
Washington State Library
Post Office Box 42460
Olympia, WA 98504-2460**

Final Narrative Report

1. Do you feel this grant has helped you provide better service to your customers?

X	Strongly agree
	Agree
	Neutral
	Disagree
	Strongly disagree

Please explain:

The Job + Business Centers (formerly Job Resource Skill Centers) have been a resounding success. It was the right project at the right time, however, the project would could not have been implemented as quickly or as effectively without funding from the Washington State Library.

In responding to the community's need during the economic downturn, Pierce County Library System developed a plan for dedicated Job + Business Centers in five library locations. Unfortunately, the library system was also undergoing severe budget cuts at that time and it was estimated to take up to five years to find funding to implement the plan.

Washington State Library was the first grantmaking entity to recognize the library's crucial role in the state's tough economic climate and supported our efforts to provide specialized assistance to a target population of people in the job market. Within six months after the Renew Washington grant was awarded, Pierce County Library had Job + Business Centers operational in five library locations.

Due to the timeliness of the Job + Business Center implementation, thanks to the initial Renew Washington grant, Pierce County Library Foundation approached other funding organizations and was awarded more than \$100,000 to carry out the project.

2. Summarize the project, the situation it was intended to address, and the objectives of the project.

The Job Resource Skill Center project is designed to offer one-stop shopping for Pierce County job seekers and small business entrepreneurs in five key libraries, making available a full range of support services including free resources, personal assistance and the computer access needed to be successful in today's job market.

With an urgent need for new and expanded services to help our community's un-employed, services for jobseekers at Pierce County Library System did not adequately meet the needs of the increased influx of customers, especially in the targeted areas of job search, career building, financial management and business creation. In order to make a significant impact to our customers, Pierce County Library determined the need for fully-functioning Job + Business Centers in several locations throughout our system.

The Job + Business Center project consists of three overarching objectives: 1) Access to Technology; 2) Advisory Assistance; 3) Resources.

3. Summarize the results of the project, including activities accomplished, and any problems or unexpected outcomes encountered.

The following activities were accomplished as planned:

- Installed workstations at Lakewood, South Hill, Gig Harbor, Parkland/Spanaway and Sumner Pierce County Libraries.
- Identify location for workstations University Place Pierce County Library.
- Grant applications submitted to additional funding sources.
- Purchased additional print materials.
- Launched targeted marketing plan.
- Offer business and job search workshops and computer classes to the public.
- Customer service evaluations of classes and services in progress.

Almost immediately after each center opened, and certainly before any marketing, the Job + Business Centers were in demand. Librarians were assisting job seekers and learning about the backgrounds and situations that brought them to the library – from people who were brushing up on their skills to those who had little computer experience at all; from people who were reentering the job market to those who just moved to Pierce County; or from people who did not have access to computers and business software at home to those who just wanted to get away from home to work. The Job + Business Centers accommodated their technology, assistance and resource needs.

Once additional funding sources had been identified, the project team accelerated the timeline from 3 – 5 years completion to completion by Spring 2010. This may have been overly ambitious. Because outside funding was not confirmed until the fourth quarter of 2009, installation of the workstations could not begin until January 2010. Consequently, the project schedule, particularly for the installation of workstations and evaluations, was moved back three months from the original plan.

One of the Job and Business Centers was planned to be installed in the new University Place Library in August 2010. However, the entire construction schedule for the new library was delayed until Spring 2011. The project team made the decision to add an additional Job and Business Center at Gig Harbor Library. The completion of that center fulfilled the objective of installing Job and Business Center in five Pierce County Library locations.

The mechanics of collecting data to measure and evaluate the service proved to be a challenge. For example, to capture anecdotes, we originally planned to use LibAnswer as a tool for staff. That proved to be unworkable so staff uses a wiki as an alternative method. In developing a virtual Job + Business Center, the project team decided to create it on an externally hosted blog. Unfortunately, that software does not count unique visitors so alternate measurements to evaluate the effectiveness of the site are being developed, like monitoring hits rather than unique visitor. Also, extending the timeline for project completion delayed the evaluation schedule for the entire project. Unfortunately, the customer satisfaction results cannot be reported in this grant report. They are, however, on schedule to be completed at the end of 2010.

4. Quantify, where possible, the results of the project, including how many people have directly used the new services and resources provided by the project.
 - 661 people attended 120 computer classes and job-related workshops (some in Spanish).
 - 28 different classes were offered from May – July.

- 1858 questions relating to jobs, businesses, skill-building and personal finance were answered at five Job + Business Center locations.
 - 296 people attended 25 presentations by non-library staff.
 - 12,306 total views of Job + Business Center website.
5. Did the project meet its stated objectives? Compare the project objectives to actual accomplishments.

Access to Technology:

- Met our annual objective of increasing the number of computer classes to 120 annually. In the first three months of offering classes, Pierce County Library offered 145 computer classes and job related workshops.
- Surpassed our annual objective of increasing the number of people attending classes to 450. In the first three months of classes, 957 people attended computer classes and job-related workshops.
- Customer service evaluations in progress. We are pleased to report that 100% of the initial class evaluations report a satisfaction rating of 4 and 5 (the top two rating points in the survey).

Advisory Assistance:

- Job-related questions at the five Job + Business Center locations average 143 per week. That nearly matches the baseline of 150 questions asked per week for the entire system.
- Customer service evaluations in progress.
- Customer information is being collected on an ongoing basis.

Resources:

- On target for increasing the usage of print and electronic materials to 12,800 in 3 months. Our goal is to achieve a 30% increase and reach 31,200 annually.
- No information regarding unique visitors to new Job + Business Center website.

Thank you for approving funding for the Pierce County Library System Job + Business Centers. Should you require additional information, do not hesitate to contact us. Supporting promotional materials and evaluation survey is attached.