



## 2009 Renew Washington Grants

### Final Narrative Report Cover Sheet

Date 09/10/2010 Contract # G-4292 Grant # 09-TC-005

Library Port Townsend Public Library

Title of Grant "Transition Yourself ~ Finding Your Work Path in Hard Times"

Amount Awarded \$47,500

#### Grant Period

Start Date November 9, 2009 Through August 13, 2010

#### Reporting Period

Start Date November 9, 2010 Through August 13, 2010

Submitted by Theresa Rini Percy

#### 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 **100%** of 17 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 **\$47,494.20** has been claimed and **\$5.80** of the amount originally awarded was not used and the reasons are explained in this report.

Signatory \_\_\_\_\_ Date \_\_\_\_\_

Fiscal Agent \_\_\_\_\_ Date \_\_\_\_\_

**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**

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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 *Transition Yourself* project increased the awareness of library staff about job seeker concerns and requests and helped them provide greater resources and information in paper form and on line. The grant increased the collection by more than 500 items and an on-line comprehensive program called *Career Transitions* provided career and skills identification, resume writing and job search capacity for job seekers. A consultant provided hands on service through a series of twenty one workshops, a *Transition Yourself Handbook* written expressly for the workshop attendees, a weekly network discussion group, and individual coaching sessions, a Google Group on line and a presentation by a local author and employment expert.

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

Unemployed residents of Jefferson County and Port Townsend have always been challenged by geographical limitations and availability of resources and services. Many persons have turned to libraries as a resource and since the beginning of 2009 there was a 40% increase in requests for employment related materials and help compared to the same time in 2008. The local WorkSource office and the satellite branch of Peninsula College have provided services in limited ways and job seekers wanting to attend WorkSource workshops frequently must travel a distance of 100 miles (round trip) or wait months for it to be offered locally. Other community resources and agencies (Olympic Community Action Council, Skookum, and Concerned Citizens) serve targeted groups such as long term unemployed or

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disabled and many job seekers don't fall into one of these specific categories in order to receive assistance..

The Port Townsend Public Library expanded services by;

- Offering more dedicated time availability (staff, computer, etc.) to job seekers;
- Training staff to enable better information to be conveyed;
- Having more resourced available (print, AV, online);
- Upgrading information on the library's website;
- Developing a comprehensive program of work *Transition Yourself* Workshops and Network Group for job seekers to attend;
- Strengthening partnerships with community groups that serve the unemployed and support business development.

Project Objectives:

- 1) Develop workshops; prepare curriculum materials and guidebook draft.
- 2) Review library collections, develop acquisitions list, upgrade website.
- 3) Conduct staff training.
- 4) Design and produce promotional materials and guidebook for workshops and overall project.
- 5) Develop and implement community networking plan,
- 6) Conduct first workshops series,
- 7) Organize work *Transition Yourself* group and job coaching sessions,
- 8) Review first workshop series and revise as needed
- 9) Conduct second workshop series,
- 10) Organize work *Transition Yourself* group and job coaching sessions,
- 11) Review second workshop series and revise as needed,
- 12) Conduct third workshop series,
- 13) Organize work *Transition Yourself* group and job coaching sessions,
- 14) Review third workshop series and revise as needed,
- 15) Evaluate project and identify additions to collections and website,
- 16) Develop plan based on evaluation for continued services and work *Transition Yourself* groups,
- 17) Conduct follow-up evaluation of workshop participants

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

#### Library Staff and Collections: Objectives 1, 2, 3 and 4

The library collections were increased substantially by adding more than 500 items (books, AV) and an online *Career Transitions* program that aided job seekers with career descriptions, skill identification, resume writing and job search. The collections were housed on a cart in one specific location making it easy for job seekers to find the materials. The library website also provided additional updates about workshops, network groups and online web resources.

Library staff received more information about workshops, workshop schedules, the collections and suggested websites so they could direct patrons to the available resources. More computer time was granted to any job seeker in order to complete lengthy on line job applications. Discussions opened up a dialogue between library staff and consultant about how to best direct job seekers and how to field questions.

A comprehensive *Transition Yourself Handbook* was written by the consultant and a graphic artist designed the logo and layout for the handbook. The handbook became the basis for the curriculum that was used at all workshops and given to attendees and others that came to the weekly network group meetings. Using the logo a bookmark was also designed and given out to patrons using library services and attending workshops. After feedback from several workshops and the network group meetings two versions of a *Transition Yourself Newsletter* were distributed within the community.

### Community Networking Plan Development and Implementation: Objective 5

The project partners – Jefferson County Library, Port Townsend & Jefferson County Chamber of Commerce, Olympic Community Action Council, WorkSource-Jefferson County, and Washington State University-Team Jefferson – were contacted individually by the consultant and library director. Each partner supported the outreach by publishing workshop information and scheduled and posting flyers (paper form or on line). The City of Port Townsend also included workshop information and schedules in the community utility newsletter. The contacts opened a regular dialogue with agency staff and also provided avenues to show that there were unmet needs in the community concerning job seekers and employers.

Contact with partners was made throughout the grant period to keep them informed of current program offering and services. The Rotary in Port Townsend and Jefferson County invited the consultant and library director to meetings to present information about the project and *Transition Yourself Newsletters* were handed out along with bookmarks.

The Port Townsend & Jefferson County Chamber of Commerce invited the library director, consultant and job seekers to a monthly meeting. Originally a joint meeting of employers and job seekers was proposed, however, the chamber later rescinded this plan. In discussions with employers they expressed concerns about not having any job openings, not wanting to turn people away, being too busy and afraid to advertise for new employees because they didn't know or have time to screen potential applicants (even though they wanted good workers) or being afraid that too many "unskilled, unqualified job seekers" would contact them about a job. This is an ongoing discussion with the chamber about how to better match good job seekers with employers looking to hire. The chamber provided information in their newsletter about the workshops and schedules.

The local newspapers – *Jefferson County and Port Townsend Leader (Leader)* and *The Peninsula Daily News (PDN)* promoted the project by writing one or more large articles about the grant funding, library services, added collections, workshops and

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network groups. Shorter articles or notices in the “Community Calendar” were published on a regular basis. However, in some cases the location of the information was easy to overlook and initially the Leader would only publish calendar items online (a place where some job seekers would not think to look or would use). After several conversations with Leader staff they began to publish program information online and in newsprint under the Library heading section. This brought increased interest about the program and several new network group attendees.

Transition Yourself Workshops, Network Group, Individual Consultations, and Evaluations: Objectives 6, 7, 8, 9, 10, 11, 12, 13, and 14

Eighteen workshops were initially scheduled in a series of three (six workshops for each series). Twenty one workshops were presented. The workshops repeated throughout the grant period from January – May 2010. The workshops covered:

- ▶ **Assessing Circumstances:** Budgeting and emotional aspects of job loss and where to obtain support. It was the basis for creating a new plan and attitudes about working and finding a new career path.
- ▶ **Skills, Qualifications, Achievements:** Skill identification and discovery and compiling records of work history, education and achievements
- ▶ **Work History, Applications, Cover Letters, Resumes:** Types of resumes, sample headings and key words, and electronic resumes, applications and cover letters
- ▶ **Marketing & Interviewing Part 1:** Practice questions and sample answers; the use of power words, key words plus creation of a branding statement as a powerful job search tools for an Employment Tool Kit
- ▶ **Marketing & Interviewing Part 2:** Personality types and how to respond in an interview, how to create a marketing approach to build a job search plan and strategy
- ▶ **The 4 R’s – Resolve ~ Re-evaluate ~ Renew ~ Result:** Emphasis to have an employment tool kit completed that had a career plan and goals, sample resumes, practice interview questions, and a marketing and network strategy for job search that included a personal brand statement. The model called for evaluating progress, changing what didn’t work, spending time in “renewal” and continuing to move toward goals.

Evaluation comments were requested at the end of each session and some presentation materials were added to the Power Point presentation or in the workshop presentation in response to specific questions of comments. Interactive exercises for job seekers were utilized more in the second and third series in order to give the attendees more “practice, hands on time”. Several paid job developers from Concerned Citizens and Skookum attended to increase their own skill level in their jobs to assist their organization’s clients. Two library staff (in training jobs) attended the workshops as well.

In response to requests from job seekers two workshops were held at the Jefferson County Library. They were specialized workshops on resumes and employment tool kits. The sessions were not well attended either due to less publicity in area newspapers or because of the time frame (afternoon) sessions. Other workshops

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sessions have been scheduled in the morning. A special session was added to the program in June especially for teens.

Job seekers could attend weekly network group sessions to discuss any of the specific workshop material or bring up items (challenges) for discussion. Many network group attendees brought in resumes and cover letters or problematic questions for group help. Resumes were written along with cover letters and interview questions were practiced. The discussion also turned to overall career planning, what it is like to live on the Olympic Peninsula (rural and more isolated) and how to create a career plan, life plan or explore potential new business ideas. The library collections were highlighted and job seekers became more aware of resources available for their use.

Emotional aspects were ever present in the workshops and network group. On line and technology programs may be able to provide skill/career information, resume guidelines and employer job lists but none addresses the emotional aspects. Many job seekers feel lost, depressed, “tossed out of work”, and uncertain about what to do next. The major difference in this workshop presentation is that it address life planning including how to overcome emotional challenges, financial loss, change and how to look at positive aspects of change, how to keep a positive outlook, how to create a plan that helps move them through changes and how to let go of what doesn't work or dwell on past loss or mistakes.

Several job seekers took advantage of an individual job coaching sessions to discuss career planning, career tracks, resumes and approaches that they could incorporate into their life plan.

The publicity brought in a local area author and career expert who agreed to present an added workshop at the library on “How to Get and Keep a Job on the Olympic Peninsula”. He provided a wealth of information about the local labor market and job search information from his book “Build Your Employment Fortress ~ How to Find and Keep a Great Job in Today's Changing Economy”. The workshop was well received.

#### Evaluation, Plan and Follow Up: Objectives 15, 16, 17

The library staff provided a diverse amount of new collection materials that will continue to be utilized by patrons now and in the future. The workshop products – handbook will also be available and modifications to the website to provide more information for job seekers are ongoing. There are many websites about careers and job search and the key websites Career One Stop Resources, WorkSource and O\*Net sites are available as well as computer websites (education in using a computer and software) are also available. .

Although the unemployment rate has fluctuated there are many people in Jefferson County still seeking work or nearing the end of unemployment benefits. Some employers are hiring but not in a rapid enough way to see a major decline in unemployed persons. Job seekers still need assistance beyond using a website to

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complete a job application or resume. Many participants of the workshops were over age 35 many closer to 50 (government defines an older worker as age 50 and older) with years of experience, solid work histories, and great skills looking for a job above minimum wage to support themselves and their families.

Some workers that had planned to retire found that financially they needed to remain in the workforce and were seeking a new career. Older workers seemed to be an underserved group of job seekers, along with teens, that found it increasingly hard to enter or re-enter the labor market. How does one market oneself as a new worker with limited work history or as a highly skilled older worker that is faced with age discrimination? Some older workers that had been out of the labor force for several years and were trying to re-enter wanted to update skills or learn more about current technology.

**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.**

Seventy four (or more) people took advantage of the workshops and network group meetings. These were people willing to sign an attendance tracking sheet. There were eighty nine attendees at the workshop sessions, some people coming to multiple sessions. An average of four people attended (121 attendees total) the thirty nine weekly network group sessions with some attending nearly every session and others coming in and then leaving when they obtained information or took employment or entered training.

Twenty four people attended the speaker event with author Charles Mannila but attendees were not asked to sign in on an attendance sheet.

Many people took advantage of the new career library collections as reflected by close to 700 items circulated.

**5. Did the project meet its stated objectives? Compare the project objectives to actual accomplishments.**

The project met the stated objectives on all counts. The program of services was well received by job seekers and many stated how valuable the assistance was to them and they appreciated having “a person” available to help them through the maze of websites and material available. Many job seekers had been working for years and this was the first time they faced unemployment. They were lost in the “system” and struggled to know what to do or how to get questions answered. They often felt that once they submitted information/applications on line they never heard any results and had no way to check if their application was received or why they were not considered for employment.

They were able to improve skills by writing better resumes and cover letters, learning how to network, and how to set goals and define their skills, expertise and goals.

<b>Project Objective</b>	<b>Objective Met</b>
Offering more dedicated time availability (staff, computer, etc.) to job seekers	Yes
Training staff to enable better information to be conveyed	Yes
Having more resourced available (print, AV, online)	Yes
Upgrading information on the library's website	Yes
Developing a comprehensive program of work <i>Transition Yourself</i> Workshops and Network Group for job seekers	Yes
Strengthening partnerships with community groups that serve the unemployed and support business development	Yes – Continuing partnerships
Develop workshops; prepare curriculum materials and guidebook draft	Yes
Review library collections, develop acquisitions list, upgrade website.	Yes
Design and produce promotional materials and guidebook for workshops and overall project	Yes
Develop and implement community networking plan	Yes – Continuing community contacts
Conduct first workshops series of 6 workshops	Yes
Organize work <i>Transition Yourself Network Group</i> and job coaching sessions	Yes – 29 Network Group Secessions; 121 attendees – average 4 attendees per session
Review first workshop series and revise as needed	Added content and practice time for interviews
Conduct second workshop series of 6 workshops	Yes - Added 2 workshops at Jefferson County Library
Organize work <i>Transition Yourself</i> group and job coaching sessions	Yes - Continuing
Conduct third workshop series of 6 workshops	Yes
Organize work <i>Transition Yourself</i> group and job coaching sessions	Yes - Continuing
Review third workshop series and revise as needed	Yes - Added a teen specific employment workshops; arranged for Employment Author Charles Mannila
Evaluate project and identify additions to collections and website	Yes - Additions made based upon available funds; website information updated

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Develop plan based on evaluation for continued services and work <i>Transition Yourself</i> groups	Yes - Continuing 2 <sup>nd</sup> year funding with modified plan of more workshops and more collaboration with partners as funding permits
Conduct follow-up evaluation of workshop participants	Yes - Participants received evaluation forms at each workshop and some wrote letters of support regarding services received

Sample documents below:



### ***Transition Yourself*® Workshop Evaluation**

Where did you hear about this workshop?  Library  Leader  PDN  WorkSource  
 Church  OlyCAP  Chamber of Commerce  Other \_\_\_\_\_

What workshops did you attend?

- Session 1 Assessing Circumstances & Skills
- Session 2 Applications, Cover Letters, Resumes
- Session 3 Interviewing
- Session 4 Marketing, Networking & Career Development

List topics or information that was most beneficial.

- a.
- b.
- c.

How did the ***Transition Yourself*** Workbook help you?

- a.
- b.
- c.

What additional information or topics would be valuable?

- a.
- b.
- c.

What workshop time would you prefer?

- 10am – 12pm  1pm - 3pm  7pm – 9pm

What days of the week are most convenient for the workshop?

- Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

Is the library a convenient location?

- Yes  No, I prefer \_\_\_\_\_

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I am interested in participating in:

Individual Job Coaching

**Transition Yourself**© Network Google Group

**PLEASE PRINT**

**Provide contact information if you are interested in further assistance.**

<b>NAME</b>	
<b>MAILING ADDRESS</b> (Street/PO Box, City, State, Zip Code)	
<b>PHONE NUMBER</b> (Include Area Code)	
<b>E-MAIL ADDRESS</b>	

*Your feedback is extremely helpful. Thank you for your participation.*

**- Sample Press Release -**

**News Release: March 17, 2010, Jefferson County & Port Townsend Leader**

The *Transition Yourself* Workshops for job seekers is offered starting Monday, March 29<sup>th</sup> at Mountain View Commons in Port Townsend. The free workshops are made possible through a grant presented to Port Townsend Public Library. Theresa Percy, Library Director, stated that the library has been able to increase collections and staff support in addition to offering the workshops to the community. The grant is funded by the Office of the Secretary of State, Washington State Library as part of the Renew Washington Project which is funded by the Bill and Melinda Gates Foundation and the Institute of Museum and Library Services.

The first series of workshops held in January and February were well attended by job seekers from Jefferson and Clallam County. Attendees in the first session felt the workshop series helped to present the totality of the job search process in a logical plan and they took with them a *Transition Yourself* Workbook to use for future reference. According to Susan Kay Wilson, Employment Coordinator and workshop presenter, *Transition Yourself* Workshops help job seekers solidify career marketing plans and they learn how to network to achieve results. One person's participation in several sessions including how to interview well directly resulted in her confident presentation at a job interview that ended with a job offer at the interview.

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**- Sample Flyer -**  
**Series II *Transition Yourself* Workshops**

**Sequential workshop sessions** explore the challenges of finding work in tough economic times and how to transition back to work or to self-employment.

**Mountain View Center, 1925 Blaine Street, Port Townsend**  
**Meeting Room** (around the corner from police station, 1st door on the left)  
**10:00a.m. – 12:00p.m**

<b>March 29, 2010</b>	<b>Session 1</b>	<b>Assessing Circumstances</b>
<b>March 30, 2010</b>	<b>Session 2</b>	<b>Skills, Qualifications, Achievements</b>
<b>April 5, 2010</b>	<b>Session 3</b>	<b>Work History, Applications, Cover Letters, Resumes</b>
<b>April 6, 2010</b>	<b>Session 4</b>	<b>Marketing &amp; Interviewing - Part 1</b>
<b>April 12, 2010</b>	<b>Session 5</b>	<b>Marketing &amp; Interviewing - Part 2</b>
<b>April 13, 2010</b>	<b>Session 6</b>	<b>The 4 R's</b>

The ***Transition Yourself* Network Group** continues meeting every Friday at 10:00a.m. at the Charles Pink House next to the Port Townsend Public Library. Job seekers develop individual strategic plans for branding and networking and share resources to resolve job search challenges.

Contact: Susan Kay Wilson, [ptplhardtimes@gmail.com](mailto:ptplhardtimes@gmail.com)  
 Port Townsend Public Library, 360-385-3181, [www.cityofpt.us/Library](http://www.cityofpt.us/Library)

**- Press Release Log -**

<b>ARTICLE DATE</b>	<b>PUBLICATION</b>	<b>INFORMATION SUMMARY</b>
November 2009	Leader	Grant Announcement
November 2009	Peninsula Daily News	Grant Announcement
December 2009	Port Townsend City Newsletter	Article about grant funding
January 2010	Port Townsend City Newsletter	Article and schedule of events
January 20, 2010	Leader - Melanie Lockhart	Workshop schedule & summary, picture, grant funding
January 24, 2010	Peninsula Daily News Jennifer Jackson	Workshop schedule & summary, picture, grant, job search focus, starting a business
February 2010	Chamber of Commerce News	Library assistance & schedule of workshops - February 2010
February 12, 2010	Peninsula Daily News Jennifer Jackson	Picture of Cris Wilson, library sources, job hunter support group, helping job seekers
March 7, 2010	Peninsula Daily News - Briefly	Announcement of two Jefferson County Library workshops
March 17, 2010	Leader – Special events (calendar)	Transition Yourself Group listing; dates of workshops for March – April 2010
March 24, 2010	Leader	Short article with schedule for March/April and comments
March 25, 2010	Peninsula Daily News – Briefly	Short schedule of events - Section C-12
March 28, 2010	Peninsula Daily News	Article about presentation at Jefferson County/Port Townsend Chamber of Commerce

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April 2010	Port Townsend City Newsletter	April schedule of events
April 4, 2010	Peninsula Daily News	Paid classified ad in help wanted announcing workshops
April 21, 2010	Leader	News article - schedule
April 22, 2010	Peninsula Daily News	Briefly - schedule
April 23, 2010	Peninsula Daily News	Briefly - schedule
May 2010	Chamber of Commerce News	Article – Workshops Summary & Schedule
May 5, 2010	Leader	Community Calendar – Special - May 10 <sup>th</sup> workshop schedule
May 12, 2010	Leader	Community Calendar – Special – May 17 <sup>th</sup> Workshop schedule
June 2, 2010	Leader	Article – Teen Workshop & Speaker Charles Mannila; Community Calendar – Library – Teens & Mannila
June 4, 2010	Peninsula Daily News	Briefly – Teen Workshop
June 7, 2010	Peninsula Daily News	Briefly – Speaker – Charles Mannila
June 9, 2010	Leader	Articles – Tips on Finding a Job – Charles Mannila
June 9, 2010	Leader	Community Calendar – Libraries – Network Group
June 2010	Chamber of Commerce News	Article – Speaker Charles Mannila
June 16, 2010	Leader	Community Calendar – Library – Network Group Meeting
June 23, 2010	Leader	Community Calendar – Library – Network Group Meeting
June 30, 2010	Leader	Community Calendar – Library – Network Group Meeting
July 7, 2010	Leader	Community Calendar – Library – Network Group Meeting
July 14, 2010	Leader	Community Calendar – Library – Network Group Meeting
July 21, 2010	Leader	Community Calendar – Library – Network Group Meeting
July 28, 2010	Leader	Community Calendar – Library – Network Group Meeting
August 4, 2010	Leader	Community Calendar – Library – Network Group Meeting
August 11, 2010	Leader	Community Calendar – Library – Network Group Meeting

**Participant Comments:** Job seekers were very sensitive about their privacy and several would give comments as long as their name and contact information was not used.

### - Participant Testimonials -

#### ➤ Participant 1

The *Transition Yourself* Workshop helped me in many ways. I learned how to better organize my search process. I discovered that much of what I was already doing was good, and how to improve other areas. My resume improved remarkably, and I felt more confident about the interview process. The support group helped me stay positive, and allowed me to help others. I believe that lessons and support of the group helped me connect with the right people at Shine Micro, and to become employed there.

Thank You Susan and classmates.

## **Participant 2**

I thought I want to participate but I don't have time and then I remembered that I had time to come to class for 3 Monday mornings and you were there to teach us, hold our hands, guide us and give us great tools. I hope this letter helps; this is not my forte but practice, practice, practice.

Thanks for all you do.

## **Participant 3**

Thank you for the opportunity to reflect upon my process vis-a-vis participation in the *Transition Yourself* project sponsored by the Port Townsend Library funded by a grant from the Office of the Secretary of State, Washington State Library as part of the Renew Washington Project which is funded by the Bill and Melinda Gates Foundation and the Institute of Museum and Library Services.

I first saw the workshop announcement in January, 2010, as I was composing/redesigning the next part of my professional life. An incredible asset to the community, the *Transition Yourself* workshop series and subsequent on-going weekly Job Seekers' networking meetings effectively fill the niche for in-depth evaluation and skills building addressing current market trends.

The majority of participants are seasoned professionals who have to re-educate ourselves regarding the process of re-entering the job market; an unrecognizable landscape to those of us who have remained in the same or similar positions within a specific industry for much of our working careers.

Susan K. Wilson, *Transition Yourself* facilitator and curriculum designer, presents job seeking strategies in an easily understood and incrementally progressive manner. Combining workshop style exercises with reflective, soul-searching inquiries, homework, extensive bibliography and resources, and practical skills building strategies; specifically resume and cover letter writing as well as interviewing skills and research methods, Susan demonstrates her in-depth understanding regarding successfully navigating through the present workplace labyrinth.

Job Seekers' follow-up meetings are designed to enhance networking and problem solving skills as well as to provide a setting for co-coaching and mutual support. As a logical result of extensive training through the *Transition Yourself* workshops and subsequent weekly meetings, a cadre of professionals who offer an exceptional asset to local businesses and agencies is being created.

Susan K. Wilson's reliability, insight, and focus in assisting participants in a time of crisis provide the road map essential to finding True North once again. Out of crisis emerges opportunity