



2009 Renew Washington Grants

Final Narrative Report Cover Sheet

Date September 21, 2010 Contract # G-4304 Grant # _____

Library Spokane Public Library

Title of Grant Targeted Competitive – Washington Libraries Connect

Amount Awarded \$28,062

Grant Period

Start Date November 1, 2009 Through August 13, 2010

Reporting Period

Start Date November 1, 2009 Through August 13, 2010

Submitted by Dennis Fredrickson

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 9 of 9 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 \$ 15,431.77 has been claimed and \$ 12,630.23 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
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:

Resume software and library materials were purchased for all branches to assist job seekers. An Employment Specialist was available in the Downtown Library computer lab 11 hours a week to assist job seekers. Without the grant these materials and services would not have been available.

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

The Downtown Branch of Spokane Public Library collaborated with WorkSource Spokane and was designated a WorkSource Connection Site. The computer lab with its 10 computer stations was open during hours that the main WorkSource Spokane office is closed; namely 5 to 8 on Tuesday and Wednesday evenings and 1 to 6 on Saturday afternoons. These computers had full internet access, an open-source office suite, and a resume preparation program. The lab was staffed during the 11 weekly open hours by a WorkSource Spokane trained employee contracted with Goodwill Industries of the Inland Northwest who supervised the room and assisted customers with job-search related questions including in-depth assistance in signing up for a web-email account and filling out on-line job applications. Job seekers using the lab did not have time limits nor need a valid library card to use the computers. A scanner was available in the room so documents could be scanned and uploaded to a computer. A color printer was available in the room and customers were able to print job-search related documents for free. Light-blocking drapes were purchased for the lab. Library staff referred customers to the WorkSource Connection Site lab for in-depth assistance and for extended computer time for job-search related use.

Multiple copies of DVDs and audiobooks on career building and other employment related subjects were purchased for all locations. In addition resume preparation software was added to the word processing computers that are currently available at all branches. Reference staff were made aware of the new materials available for job seekers and trained in the use of the resume preparation software.

The services previously provided by the Library did not meet many job seekers needs. The full internet computers have one hour per day time limits and require a Spokane Public Library card in good status and some customers need more time or cannot correct their library card status. The 10 cents a page printing fee can be a hardship for cash-strapped job seekers. Some job seekers have limited computer skills and need in-depth assistance in setting up e-mail accounts and completing on-line job applications that staff members at busy service desks are not able to provide. Some job seekers need access to a scanner or color printer which the library does not have. The Downtown Branch has a computer lab with 10 stations that is underutilized because of insufficient staff to supervise it and also needs light blocking drapes as it is surrounded by windows on three sides. The grant was designed to meet these needs.

The objectives outlined in the grant were:

- Purchase and Install Color Printer and Scanner
- Install Resume Software on to Computers
- Contract to Work Source for Computer Lab Employee
- Provide Staff Training for Resume Software and Work Source Procedures
- Development and Design of Grant Measures for Quarterly Reports
- Installation of Black out window coverings in Computer Lab
- Train Work Source Contract Employee on Computer Lab and Library Procedures
- Promote Work Source, Spokane Public Library, Washington State Libraries and LSTA collaboration using news articles, and the Library's weekly news letter
- Produce Quarterly and Final Grant Reports

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

The computer lab for the WorkSource site was made ready by making sure the existing computers were updated, a color printer and a scanner were purchased as specified in the grant. The room was stocked with supplies requested by our WorkSource collaborators. The room darkening shades were ordered and installed also as per the grant. Resume software, requested in the grant was purchased and installed on the computers in the WorkSource lab and on other computers at the Downtown Library. Goodwill trained the employee who is providing the staff for the WorkSource site and operations began on December 9.

Resume software was installed on selected computers at all six branches. DVDs and CDs on topics related to job searching and communications skills were selected for purchase and ordered. The project has been publicized through the Library newsletter .

The Spokane Public Library Worksource Connection site participated in the Quarterly WorkSource Spokane Job Seeker Satisfaction Survey and the Project Manager attended the Quarterly WorkSource Affiliate Meeting. The Project Manager met with Carolyn Peterson on May 18 for the site visit. Spokane Public Library Director, Pat Partovi, and the Project Manager met with Spokane Area Workforce Development Council staff at the end of June to discuss possibilities for funding to continue the project beyond the grant period. It did not look promising as their office is also seeing a decline in funding.

WorkSource Spokane notified us that our site needed to be certified in order for us to advertise ourselves as a WorkSource site. A team consisting of Spokane Public Library staff members and the employment specialist completed a Worksource Certification self-assessment and participated in a site visit by Spokane Area Workforce Development Council staff and board members. The Library was certified as a WorkSource Connections site through December 2012. Our WorkSource collaborators requested we purchase a fax machine for the site which we had not budgeted for. We submitted a budget amendment to use funds not need for resume software for that purchase.

Despite an acknowledgement from our partners that the project has been valuable, we have not been able to identify any stable funding source to continue the project after the expiration of the grant period.

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.

There were 1,265 visits to the Downtown WorkSource Connection site during the 388 hours the site was open between December 2009 and August 2010.

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

The project met all of its stated objectives. The overall goal was to provide additional resources for job seekers that were not previously being provided. This was met with the establishment of the WorkSource Connection site at the Downtown Library, the purchase of resume software for all branches, and the purchase of job search related dvds and audiobooks.

Purchase and Install Color Printer and Scanner	Completed
Install Resume Software on to Computers	Completed
Contract to Work Source for Computer Lab Employee	Completed
Provide Staff Training for Resume Software and Work Source Procedures	Completed
Development and Design of Grant Measures for Quarterly Reports	Completed
Installation of Black out window coverings in Computer Lab	Completed
Train Work Source Contract Employee on Computer Lab and Library Procedures	Completed
Promote Work Source, Spokane Public Library, Washington State Libraries and LSTA collaboration using news articles, and the Library's weekly news letter	Completed
Produce Quarterly and Final Grant Reports	Completed

The two chief reasons the grant amount originally awarded wasn't all expended were that 1) the project started later than anticipated due to the timing of the grant award, and 2) a less expensive resume program was purchased than budgeted because it was the same as the resume program used by other area agencies and it would be more sustainable to maintain after the expiration of the grant.