



Date: June 29, 2012

To: Chair Steve Albers and Members of the Board of Trustees

From: David Durante, Customer Experience Manager

Subject: WorkSource, Job & Business Center Classes Partnership

The creation of the Job & Business Centers marked Pierce County Library System's commitment to our small business and job seeking community. As part of that initiative the Adult Services Department began to cultivate a partnership with WorkSource, which manifested as our talented librarians going to WorkSource sites and working with job seekers in conjunction with the WorkSource instructors. The main goal of PCLS's participation was to connect those looking for jobs with the right electronic resources. In those first few years we saw this participation drive database usage statistics.

In 2009, prior to the introduction of the partnership with WorkSource, our job and business database usage was around 2,400. In 2010 with the introduction of the partnership with WorkSource usage jumped to 25,000 and as the relationship matured we saw an even higher jump in usage to 90,000 as of 2011. We can see a direct correlation between the introduction of WorkSource classes and the increase in database usage. This is about \$1 per use cost to the library.

In 2011 we took our partnership with WorkSource to a higher level. Jason Anderson, one of our Adult Services librarians at the University Place Library, joined with WorkSource employees and took our classes beyond the walls of the WorkSource buildings in Lakewood and Tacoma (many Pierce County residents receive WorkSources in the Tacoma office) and into our more rural and isolated communities at the Bonney Lake., Buckley, Eatonville, Graham, and Orting libraries. In these classes we are seeing between 20 and 30 participants. The cost to the library is about \$3 per attendee. This partnership has garnered attention from not only high level officials in the WorkSource office itself but was highlighted by the Governor's Office's Retooling Washington Group in a presentation to the Workforce Board. They contend that our efforts have helped them increase the number of exhaustees (those who cannot claim benefits due to the length of time they've been unemployed) who are able to find work to 29%.

The Adult Services Department is looking to refocus staff time and other resources towards the support of these classes. It is our hope that we will not only drive even further gains in database usage, but will support those who are unemployed in our community to find work and increase the economic health of Pierce County.

Thank you.