

# Labor & Literacy Library Program FAQ's

## NORTHSTAR

Question: **Northstar license questions**

Answer: Contact Andrea Levandowski at [alevandowski@njstatelib.org](mailto:alevandowski@njstatelib.org)

Question: **We have found that getting some of our patrons started in Northstar takes a lot of work**

Answer: Some Tips:

- Include a shortcut to Northstar on your computer desktops to make for easier access
- The Video Tutorials in the Northstar Admin Portal have a lot of information. Put a link to this video on how to use Northstar Online Learning on your computer desktops for patrons to review as needed <https://youtu.be/FvxOTClhlaY>

## STAFFING

Question: **What do we do if we do not have the staff to run a large class?**

Answer: You do not have to run a large class.

- Your library can provide Northstar which would require set-up time but once you enroll a learner and show them how to run a Northstar Online Learning module, it becomes hands-off for the library.
- Use a Workshop in a Box (WiaB) where lesson plans and support materials are created for you, your time commitment is practicing with the materials and facilitating the workshop.

Question: **I'm the only full time MLS and have many other responsibilities**

Answer: Working with patrons one-on-one or in a classroom setting providing Labor & Literacy Library services does not necessarily require a librarian. You may have other staff in your library with the skills to support these programs.

## SPACE CONSTRAINTS

Question: **We do not have space to run a large class.**

Increasing what you offer around digital literacy and job seeking does not have to be large scale; you can work with whatever size group fits into your space.

- You could offer instruction using one or two public computers

- You could run sessions over Zoom (a free Zoom account allows you sessions as long as 40 minutes).
- Some of the job seeking tools and sessions we will provide do not require computers at all, a small conference or study room would work very well.

## **GENERAL QUESTIONS**

**Question: If county One-Stops or American Job Centers (AJC) are also helping people with job searching and resumes, why would we duplicate these services at our library?**

**Answer:** If your AJC is providing these services and successfully supporting your patrons, then your library would not choose to utilize the tools provided by the Labor & Literacy Program that seem duplicative. On the other hand, you may choose to provide this sort of programming to drive patrons into your library as library's are typically friendlier and easier to access than government agencies.

**Question: Is there a way smaller libraries can connect with larger libraries who may run some of these programs over Zoom?**

**Answer:** This is an interesting idea and something that we at Plainfield Public Library have done for some of our certification program that are offered remotely. This seems like it would be possible if some libraries are planning on running programs over Zoom.