

## Memorandum of Understanding

### Appalachian Regional Library

Libraries play an important role in connecting talented workers with jobs in local communities. The five public library locations in Ashe, Watauga, and Wilkes Counties provide services to job seekers including access to computers for online job searches, tools for resume assistance, resources for printing, and much more. These Basic Career Services are a great start for many looking for work and for some they provide easy access to find a job quickly. For others, more intensive career services are needed such as: career exploration, information about in-demand occupations, skill assessments, scholarships, and access to additional education.

### The High Country Workforce Development Board & NCWorks

The High Country Workforce Development Board oversees a network of NCWorks Career Centers and trained staff to deliver these intensive services. The High Country Workforce Development Board and the Appalachian Regional Library intend that job seeking customers receive services that are aligned, coordinated, and streamlined between the local libraries and the NCWorks Career Centers. This agreement clarifies the roles among these partners.

### Agreement

The Appalachian Regional Library agrees to the following:

- Offer basic career services such as job search, resumes, internet access, and other resources.
- Promote the use of NCWorks Online to library patrons as the recommended job search tool.
- Display NCWorks marketing materials.
- Refer job seekers to NCWorks Career Centers to receive additional services.
- Require library staff attend to annual training on NCWorks services, NCWorks Online, and economic overviews.
- Offer basic career services workshops on a regular basis.
- Seek to align basic career services to achieve consistency with NCWorks.

The NCWorks Career Centers agree to the following:

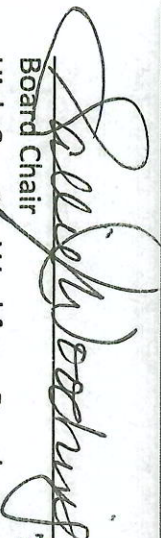
- Provide regular communication about events such as hiring events, workshops, etc.
- Promote access to basic career services available through NCWorks @ the Library.
- Be available for library customers seeking additional services.

The High Country Workforce Development Board agrees to the following:


- Provide staff trainers and training materials annually or as needed.
- Communicate with library staff and leadership about major changes to NCWorks Online or career centers.



# NCWorks career center

  
Board Chair 7/14/2016  
High Country Workforce Development Board

  
Director 7/15/2016  
High Country Workforce Development Board

  
Board Chair  
Appalachian Regional Library

  
Director of Libraries 7/25/16  
Appalachian Regional Library