ALTUS PUBLIC LIBRARY COMMUNITY OUTREACH PLAN

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UNT
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Altus Public Library Community Outreach Plan

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Introduction

Altus is located in the southwest corner of Oklahoma at the intersection of U. S. Highways 62 and 283. The city is 54 miles west of Lawton. Altus is the county seat of Jackson County, which was originally part of Old Greer County, Texas. Altus was originally known as Frazer, a small settlement of approximately fifty people located on Bitter Creek. The Frazer post office was established on February 18, 1886. On June 4, 1891, a flash flood almost destroyed Frazer. Residents moved 21/2 miles east to higher ground and renamed the town Altus. From July 10, 1901, to May 14, 1904, Altus was Leger before reverting to Altus. At statehood in 1907, Altus had 1,927 residents. Current data has Altus just under 20,000 residents.

Historical, Current, and Future Roles of the Library

Historically the library has provided educational and recreational materials. As technology developed the library did as well. Current roles for the library include opportunities for lifelong learning; free and equal access to information; educational and recreational materials; access to technology including FAX , high speed internet access with Wi-Fi, video conferencing, and digital books; career and workforce development. It has promoted basic literacy, information literacy, adult learning, early childhood literacy, ESL and formal education. The library has created and maintained local history files and genealogy research materials as well as coordinating with other organizations to bring in a variety of cultural programs from around the country. The library provides a meeting place for non-profit agencies. The library plans to continue these services while adding new technology and services as feasible.

Existing Programs

The library offers the following programs: weekly pre-school story time, monthly pre-school film series, summer reading and activity program for children and teens, monthly Coffee Cup Bunch book review, yearly LTAI read and discussion series, Family Literacy, individual literacy classes, English as a second language, art displays, Shortgrass Institute art workshops, interlibrary loan and one on one computer training classes.

Identified Needs

Identified community needs includes having more recreation and entertainment activities for children and teens; workforce training on how to do resumes and fill out online applications; economic development, more local employment opportunities, and more affordable rental housing.

The identified needs for the library include more part-time staff, additional funding, more parking, and additional space.

Identified Assets

Identified assets of the community include three nursing homes, two assisted living centers, a rehabilitation facility, hospital, pharmacies, local fast food and sit down restaurants, and several hotels.

Identified assets of the library include eight Internet access computers, two computers for homework lookup, three laptops for use in the building, three public access catalog computers, Wi-Fi, video conferencing monitor, meeting room, have Overdrive for ebooks, and offer a wide range of services and materials.

Thank You Statement
The Altus Public Library appreciates the support of the Board of Directors, the Friends of the Library, the Aldonian Study Club, the City of Altus, and the Jackson County Commissioners. The library thanks the volunteers and library staff for their service. Particular thanks are extended to the Robert and Ruby Priddy Charitable Trust and the Priddy Foundation for funding the University of North Texas PEARL project.

Community Profile Narrative
Altus has grown to be the economic and medical hub of southwest Oklahoma. Employment ranges from: farming and ranching; the Altus Air Force Base; Jackson County Memorial Hospital; the Altus Public Schools; Bar-S Foods; Western Oklahoma State College; the Southwest Technology Center and the Wal-Mart super store. The community is home to many churches, banks, fast food chains, restaurants, gas stations and retail stores. There is also a senior citizen center and a Red Cross office. The Museum of the Western Prairie is recently updated.

Community Events include the Main Street Walk on Chalk contest; Rock and Rumble car show; Christmas Parade; Jackson County Fair; Great Plains Stampede Rodeo; Chautauqua Living History Performances; and the Miss Altus Pageant. Altus is a Main Street Community with vintage downtown shops.

Historical sites include the Jackson County Courthouse, Wichita Falls and Northwestern Railroad Passenger Depot and Cross S Ranch.

Main Geographic Features
Community Features
Assets and Challenges
Community Features: Altus, situated in southwest Oklahoma on flat land, is basically a farming community with an Air Base. The Red River is fifteen miles away on the southern border into Texas. The wind is always a factor.

Major geographic assets for Altus include the Quartz Mountain Lodge north of town which draws in tourists who then come to Altus to shop, eat, and go to the movies. There is a sand dune ride area where people may run their ATVs, a vineyard to visit, as well as fish and game land leases. The town is small enough that it is possible to walk most places, which are an asset since there is no reliable public community transportation.

A challenge is the distance (54 miles) to a larger town where there is a mall and a small airport.

Altus Public Library Community Outreach Plan

<u>Library Features</u>
Assets and Challenges
Altus Public Library is located in the Main Street Altus designated downtown district. We are four blocks north of the city square where the county courthouse sits. There are two banks on opposing corners of the square. In the area surrounding the square are: Altus Times newspaper office, Post Office, Board of Education, KWHW radio station and three churches. North of us is an older housing addition with lower income families, a converted school which houses the Red Cross, the Senior Citizens Center and one of the three Head Start Centers.

Library Features: The Altus Public Library sits on the northwest corner (1/4) of a city block. We have a large meeting room which subdivides into two rooms, video conferencing unit with a large screen monitor. The entry of the library has two 5 ft x 6 ft display cases which can be utilized by clubs and organizations. There are 8 internet stations, two stand-alone word processing computers, a copier, fax capability, Wi-Fi, and study carrels.

Assets and Challenges: The library is the provider of internet access for a large part of the population who use the resources because they are free. Altus lacks available places to hold meetings therefore our rooms are kept busy by many of the service organizations and government agencies looking for training sites. The library has fully utilized the available land space and has no space for expansion.

Challenges are related to serving two different needs with a fixed budget. The technology is changing so fast that keeping it caught up so that everyone has opportunity to use and learn that, and still serve the other half who just wants to read the latest books whether in hard format or e-book is a concern. Our lower income families benefit the most from our services but have the least impact on community perception.

Community Demographics
The 2010 county population was 26,237 a loss of approximately 3,000 people since 2000. The population is 84% white, 21% Hispanic and 8% Black. 15% speak a language other than English at home. 82% of the population have a high school diploma and 20% have a college bachelor's degree or higher. The population is pretty evenly split between male and female with a significant number of military retirees due to the Altus Air Force Base. 8% are under age 5, 26% are under 18 and 13% are over age 65. The median household income in 2010 was $41,000. Population, ethnic make-up, age breakdowns, educational levels, and income information are typically included here.

Library Profile Narrative
The Altus Public Library began as a collection of books gathered by local clubwomen. The collection was placed in a small building on the 300 block of N. Main St. Sometime later; the library was moved to the basement of the Jackson County Courthouse. It remained there until the space was commandeered as a sewing room during World War I. The next location was a small room on the second floor of the old City Auditorium at 201 E. Commerce. In 1937, a new library financed by WPA funds opened at 211 E. Broadway only one street over from the auditorium. This building served the community until April 1983 when new building opened at 421 N.

Hudson (only one street over and a block north of the original building). Local civic clubs including the Aldonian Study Club and the Lions Club were instrumental in raising public support for the bond issue providing the funding.

Funding was originally from donations and then as part of the Altus City budget. In 1973, the library became part of the Southern Prairie Library System. The library system is funded by ad valorum tax money.

The library is four blocks up from the center of town. The Jackson County Courthouse is the center of the square, with two banks on opposite corners, and numerous businesses. Within walking distance of the square and the library, there are two radio stations, the Post Office, the Board of Education, the Altus Times newspaper office, and three churches. North of the library is an older housing edition with lower income families, a converted school which housed the Red Cross, the Senior Citizens Center and one of the three Head Start Centers.

Most Important Library Statistics
The library has 15,691 registered borrowers using a collection of 61,095 items which includes books, audio books, movies, and music c.d.'s and genealogy materials. The library also has access to an electronic book collection of 7,650 items. Circulation was 65,212 transactions in 2011-12. The library held 273 programs last year with an attendance of 30,585 people. This included programming for adults and children.

The physical space of the library is 2,400 square feet. The library is open 60 hours from Monday through Saturday which includes three late evenings. There are 8 public access computers; 2 word processing computers; public Wi-Fi; seating areas appropriate for various age groups, and the meeting room used for library activities and authorized public group meetings.

Vision, Mission, Goals and Objectives
Vision Statement
The Altus Public Library will be a valued community asset for economic development and serve as the community's connection to information, recreation, literacy, cultural and lifelong learning opportunities for a diverse population of all ages: by insuring equal access to the best resources available; delivered by a knowledgeable, well-trained staff that is committed to providing exceptional service, innovative technology, quality collections and outstanding programs.

Mission Statement
To meet the informational needs of all ages, the Southern Prairie Library System commits its resources to the promotion of reading and lifelong learning. The library will draw upon available resources to present programs that stimulate intellectual growth, instill a love of reading, and encourage the sharing of ideas. The library will provide access to information through a variety of materials and the effective use of technology.

Goals and Objectives for the Library
Goals
The Southern Prairie Library System Service Responses define what the library system does for, or offers to, the public in its efforts to meet a set of well-determined community needs. These strategic goals are:

1. To contribute to the health, cultural, and social structure of the community, provide exceptional facilities, and be a good steward of the community's resources.

2. To provide accessible services, collections and programs to meet the needs for information on a broad array of topics related to work, school, and personal life. The library system will offer print, non-print, and electronic resources and programming that cover a broad variety of topics; and will provide assistance and resources to enable users to become knowledgeable and make informed decisions.

3. To provide the resources necessary to enhance self-directed personal growth and development opportunities at all levels and for all ages. The libraries will provide and maintain a collection of circulating materials on a wide variety of topics in which the general public has a sustained interest; and will provide a learning environment, specialized materials, and access to tutors and training to help individuals reach their personal literacy goals and further the pursuit of lifelong learning.

4. To provide collections of materials and resources in many formats and offer special programs and displays that reflect the cultural heritage of populations in the service area; encourage the pursuit of knowledge, and promote the love of reading.

5. To provide expanded services and technologies for residents of all ages to develop the skills required to gain access to and evaluate the materials and resources available electronically that are required in an increasingly technological environment. The libraries will offer increased access to print and digital materials and technological resources.

Objectives
The Southern Prairie Library System will provide the staffing, collection and information materials, facilities, programs, and technology resources to develop and sustain these strategic goals.

The objectives are ongoing through 2014 and success is measured annually:

A. Objective: To develop and promote greater knowledge and awareness of and access to the library system's resources, services, and programs; increase visibility and communicate the impact of the library to the service area.

Strategies:

1. To develop and maintain an on-going public relations and awareness campaign to recognize the library as an integral part of the community.

- Continue to plan the library's public relations activities and programs with broad-band promotions and marketing efforts.
- Explore opportunities for promotion and partnerships with other community organizations.

2. To encourage library co-sponsorship of and involvement in community-wide activities.
    - Encourage staff participation and membership in local organizations with authority to commit resources as reasonably required.
3. To continue cooperative partnerships with Main Street Altus to advance business development opportunities.
4. To expand the web presence of the library system, market underutilized on-line databases.
5. To explore and implement personalized communication to customers capitalizing on social networking trends.

B. <u>Objective:</u> To provide quality educational, informational, cultural, and recreational programs for people of all ages throughout the service area; and provide exceptional customer service.

Strategies:
1. Provide program services to support lifelong learning, literacy education, economic and career development, and other current topics and titles to meet area needs.
    - Continue to co-sponsor and partner with other agencies community programs and activities annually through 2014.
    - Continue special event, community awareness, and issues program activities, and solicit grant funding support.
    - Continue assistance with the Arts in Education and Shortgrass Institute Arts programming.
    - Explore additional program activities in partnership with the Shortgrass Arts & Humanities Council and the Altus and Hollis school systems.
    - Continue partnership in the area-wide coalitions for economic development and commit resources as necessary.
    - Continue partnerships in area youth advocacy organizations.
    - Provide monthly program opportunities for customers of all ages.

2. Provide personalized customer service and communications to all ages with the most accurate and timely information available.
    - Continue to implement patron/user orientation to the new technologies, electronic resources and Internet connectivity.
    - Provide hands-on computer orientations and instruction.
    - Provide computer lab training utilizing the OK Connect Laptop computers for instruction on job searches, consumer health, continuing education, and economic development.

3. Provide convenient service to patrons in the service area.
- Explore additional service options and locations annually as funds allow.
- Expand outreach and partnerships efforts for rural residents as funds allow.

4. Strengthen the literacy program and develop services for new readers with targeted literacy efforts for a culturally and ethnically diverse population with reading challenges.
- Explore grant funding possibilities for continued operation.
- Explore additional funding and staffing needs for the Great Plains Literacy Council literacy program.
- Provide funding assistance along with other local fund raising efforts to the literacy program to continue the program in the absence or loss of grant funding.

C. Objective: To further develop, improve, and expand the library system's materials collections, staff resources, and equipment resources in order to be responsive to community needs; and to effectively develop, utilize, and maintain attractive, safe, and secure facilities to meet the demands of the population of the service area.

Strategies:
1. Continue effective collection management to provide a wide range of print, non-print, and electronic materials to meet the education, recreational and cultural information needs of the diverse community.

2. To further expand the automation of library operations service as funding allows.
- Maintain and update hardware and software as required.
- Maintain high-speed Internet connectivity on the network.
- Expand the usage of Internet resources.
- Upgrade the ILS and library system web presence as a local information provider.

3. Effectively utilize technology and resource sharing capabilities.
- Identify additional appropriate Internet based reference resources and databases.
- Continue to maintain public access computing capabilities for adults and children application software and expand as funds allow.
- Explore the feasibility of network technologies and telecommunications and integrate into system operations.
- Continue enhanced public access to the Internet at APL and HPL.
- Upgrade AV equipment and computer equipment every three years as funds are available.
- Utilize increased bandwidth and teleconferencing capabilities for learning opportunities.

4. Strengthen partnerships with municipal governments to fully maintain attractive, safe, and secure library facilities.

D. <u>Objective:</u> To continue the development of an effective administration, Board of Directors, and staff to provide progressive library service and the leadership to create a strong financially secure library system.

Strategies:
1. To provide knowledgeable, effective, customer oriented staff at all levels of library operations.
   - All staff to attend one or more staff C.E. workshops annually.
   - Encourage staff and Board participation in professional activities.
   - Provide opportunities for formal library education and training.

2. To continue staff training and all staff certified in the ODL Public Library Certification Program.

3. Continue adequate staffing levels in public services, extension services, public relations, and technical services.

4. Continue to be strong advocates for equitable access to free information, local governance, and increased funding for public libraries.

5. To provide adequate funding for maintenance and expansion of system-wide library services.
   - Identify and solicit funding sources through grants and increased state aid.
   - Continue to add to reserves annually as funds allow for vehicle replacement, and automation maintenance and upgrades.

Goals and Objectives for Outreach Program
In keeping with the library's Goal #2, Objective B, strategy "Provide computer lab training utilizing the OK Connect Laptop computers for instruction on job searches, consumer health, continuing education, and economic development", the library will offer three job readiness computer training classes. The objective of the program is to make it possible for job searchers to find web sites and prepare for job interviews.

Outreach Programs
The Job Readiness series is intended for teens, college graduates and adults in transition. It will help them learn how to search for jobs, write resumes, and prepare for interviews. The library will partner with the Oklahoma Workforce Office and Southwest Technology Center. The library will utilize its online resources: Brainfuse-Job Now and OKJobMatch.com. There will be three programs, each one focusing on a specific topic. Each program will last two hours, and are planned to be done in October. This is pilot project to gauge the level of interest and need in the community for this type of training. Pre-registration will be required. If the need and interest is great enough, additional sessions will be offered.

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Statement of need
The library did a general needs survey. It was passed out to twelve churches, the Board of Education, three realty businesses, three education sites, the Altus Senior Center, Southwest Youth Services, the Masonic Lodge, a veterinary office, a nature center, an investment center, and within the library. 229 completed surveys were received. There were 42 requests for workshops on job searching, filling out applications and resume writing. This confirmed a need that the staff had been filling on a one to one basis.

Description of the larger audience or target group the library wants to reach
The program is for the general population of unemployed in the Altus. The unemployment rate is currently 5.6% which means approximately 1,000 people are out of work and looking.

Description of the specific segment of the target group the proposed program will serve
The specific group to be served is those that pre-register for the classes.

Estimated number of potential participants
The library has ten computers available for the class therefore classes will be limited to ten people each session.

Description of the characteristics of the audience (age, gender, interest, where they live, transportation issues if any, best hours for a program, etc.)
The programs will be from 6:00 to 8:00 p.m. on Tuesdays and Thursdays. The target audiences will out of school or work by that time and will have had a chance eat. Dates and times selected are dependent on meeting room availability. Altus does not have reliable public transport. It is expected participants will either drive their own vehicle or walk to the library.

List potential partners based on your assets assessment
Potential partners for this program include: Oklahoma Workforce Commission, Express Personnel, Southwest Technology Center, radio stations KWHW and KEYB for running on-air announcements, Altus Times newspaper for articles, Cable One for the announcements scroll, and local businesses to display flyers and posters.

List available library resources that could contribute to the success of the program
The programs will be held in the library meeting room which has a large video conferencing screen. The video conferencing screen will allow the staff and co-presenters to pull up websites and sample screens to demonstrate how to use these resources.

Detailed Action Plan
Action Plan Goal(s):
1. Plan the program.
2. Promote the program.
3. Implement the program.
4. Evaluate the program.

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Action Plan Objective(s):
1. Partner with local organizations to develop and present a series of job readiness classes.
2. Develop partnerships with local businesses and service organizations by distributing information on the library's upcoming classes so they will endorse and promote the classes.
3. Implement the classes in the library for job seekers.
4. Distribute post-workshop surveys and evaluate results.

Action Plan
The table below gives the library's action plan for its basic computer classes.

IMPLEMENTATION			EVALUATION	
Action What action, activity or task needs to be done?	**Name & Date** Who will do it and by what date will it be done?	**Resources Needed** How much time, money, materials, personnel is needed?	**Measurement** How will progress be measured (#, %, participation or attendance)?	**Analysis** How and when will data be gathered and analyzed to determine success?
Contact outside agencies to teach how to use job search web sites	Librarian by Aug 30, 2013	Time- 2 hrs. $ & materials-none Personnel-1	Contacts made Classes scheduled	Count contact made; Count classes scheduled
Schedule classes	Librarian by Sept 10, 2013	Time-10 min. $ & materials-none Personnel-1	Everyone reached	Count classes scheduled
Put program on library calendar and website	Librarian by Sept 13, 2013	Time-15 min. $ & materials-none Personnel-2	Information posted 2 or more places	Count places posted
Create promotional flyer	Public Relations by Sept 20, 2013	Time-30 min. $ & materials-none Personnel-1	1 flyer created	Count flyer created
Make copies of flyer	Public Relations by Sept 20, 2013	Time-1 hr. $ & materials-50.00 Personnel-1	100 color copies made	Count # of copies made
Post information about program at library and at businesses and organizations around town	Librarian by Sept 24, 2013	Time – 2 hrs. $ & materials-none Personnel-1	10 posters distributed	Count # of posters distributed

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Print out list of websites and handouts	Librarian by Sept 27, 2013	Time – 1 hr. $ & materials - $10 Personnel – 1	Handouts printed	Count # of handouts printed
Set up meeting room	Librarian by Oct 8, 15, 22, 2013	Time-30 min. $ & materials-none Personnel-2	Set up done before 3 programs	Count lab set up
Present programs at the Altus Public Library	Librarian, Co-Speaker Oct 8, 15, 22, 2013	Time- 2 hrs. each $ & materials-$20.00 for printing handout instructions Personnel-1	3 programs presented; est. 10 in attendance for each	Count programs; count attendees
Administer evaluation at each workshop	Librarian by October 8, 15, 22, 2013	Time-10 min. $ & materials-none Personnel-1	3 programs; 30 evaluations administered	Count programs; count evaluations
Gather statistics and success stories	Librarian by November 1, 2013	Time-45 min. $ & materials-none Personnel-1	Count attendees; compile evaluations	Analyze evaluations
Turn in final report to PEARL office	Librarian by November 1, 2013	Time-45 min. $ & materials-none Personnel-1	Write report	Send report to PEARL office

APPENDIX A: GENERAL SURVEY

Do you know the location of the public library? ☐ Yes ☐ No	**What age group best describes you?** ☐ Over 50 ☐ 18–30 ☐ 31–50 ☐ 12–18
How often do you visit the library? ☐ Daily ☐ Twice a year ☐ Weekly ☐ Once a year ☐ Monthly ☐ Never	**When are you most likely to use the library?** ☐ Morning 10:00-noon ☐ Afternoon Noon-5:00 pm ☐ Evening after 5:00 pm
Do you find the current hours to be convenient? **Mon-Fri-Sat 10-6 Tues-Wed-Thurs 10-9** ☐ Yes ☐ No	**If you have children, what are their ages?** (***Check all that apply*.**) ☐ 0–2 years ☐ 6–12 years ☐ 3–5 years ☐ 13–17 years
If not, what hours would you like the library to be open?	**In what town or community do you live?** Altus Blair Elmer Eldorado Duke Gould Hobart Lonewolf Mangum Martha Olustee Roosevelt

What programs would you like the library to add or expand? Please check all that apply.
 	
    Teen book club
o   **Adult book club**
o   **How to download e-books to an e-reader**
o   **Workshops on job searching, filling out applications, resume writing**
o   **Workshops on using the Internet for homework**
o   **Workshops on using the Internet for reliable health information**
o   **Weekly story time for preschool children**
o   **OTHER _____**
	For what age group would you like to see more programs?
	
	  Pre-school
	
	  Elementary
	
	  Tweens
	
	  Teens
	
	  18-30
	
	  Adult
	
	  Senior
	
	  All

APPENDIX B: SURVEY RESULTS

Do you know the location of the public library?	**What age group best describes you?**
☐ Yes **219**　　　　　☐ No **10**　　　　8, 24, 53, 134　　　　1, 5, 2 ,2	☐ Over 50 **136**　　☐ 18–30 **29**　　☐ 31–50 **55**　　☐ 12–18 **9**

How often do you visit the library?	**When are you most likely to use the library?**
☐ Daily　**7**　　☐ Twice a year **48**　0, 3, 1, 3　　　0, 6, 10, 32　☐ Weekly **60**　☐ Once a year **26**　4, 6, 16, 34　　0, 2, 7, 17　☐ Monthly **51**　☐ Never　**37**　3, 3, 12, 33　　2, 9, 9, 17	☐ Morning 10:00-noon　　　**57**　1, 6, 12, 38　☐ Afternoon Noon-5:00 pm　**97**　4, 7, 27, 59　☐ Evening after 5:00 pm　**81**　2, 16, 24, 39

Do you find the current hours to be convenient? Mon-Fri-Sat 10-6　Tues-Wed-Thurs 10-9	**If you have children, what are their ages?** (*Check all that apply*.)
☐ Yes **219**　　　　　☐ No **10**　　9, 27, 51, 132　　　0, 1, 4, 4	☐ 0–2 years　**11**　☐ 6–12 years　**33**　0, 3, 4, 5　　　0, 6, 16, 9　☐ 3–5 years　**18**　☐ 13–17 years **32**　0, 4, 9, 5　　　0, 2, 20,10

If not, what hours would you like the library to be open?	**In what town or community do you live?** Altus **198**　Blair **13**　Elmer **3**　Eldorado **2** Duke **1**　Gould **1**　Hobart **1** Lonewolf **1** Mangum **3**　Martha **3**　Olustee **2** Roosevelt **1**

What programs would you like the library to add or expand? Please check all that apply.	**For what age group would you like to see more programs?**
Teen book club **32**　　6, 7, 10, 9 o **Adult book club 37**　　0, 5, 8, 24 o **How to download e-books to an e-reader 41**　　1, 6, 5, 29 o **Workshops on job searching, filling out applications, resume writing** o **42**　　0, 9, 13, 20 o **Workshops on using the Internet for homework 38**　3, 3, 8, 24 o **Workshops on using the Internet for reliable health information** o **29**　　0 , 4, 5, 20 o **Weekly story time for preschool children** o **28**　　0, 6, 9, 13 o **OTHER _20_____**　0, 2, 8, 10	Pre-school **12**　0, 2, 4, 6 Elementary **25**　1, 3, 9, 12 Tweens **14**　1, 2, 2, 9 Teens　**31**　6, 6, 4, 15 18-30　**3**　0, 1, 0, 2 Adult　**8**　0, 2, 4, 2 Senior　**24**　0, 0, 1, 23 All　**8**　0, 3, 2, 3

APPENDIX C: EVALUATION FORMS

Altus Public Library Job Readiness Class
HOW TO COMPLETE ONLINE JOB APPLICATIONS

Thank you for participating!

Place an X or check mark under the number to tell us how you liked the program.

	Yes	Maybe	No
1. The day and time the program was offered was:			
Convenient for me.			
2. The subject covered:			
Met my needs.			
Was understandable.			
3. The person who did the program:			
Was friendly and helpful.			
4. Because of this program I:			
Feel more confident in completing online job applications.			

Additional comments on the program:

_____

_____

_____

Altus Public Library Job Readiness Class
HOW TO WRITE A RESUME

Thank you for participating!

Place an X or check mark under the number to tell us how you liked the program.

	Yes	Maybe	No
1. The day and time the program was offered was:			
Convenient for me.			
2. The subject covered:			
Met my needs.			
Was understandable.			
3. The person who did the program:			
Was friendly and helpful.			
4. Because of this program I:			
Feel more confident in writing a resume.			

Additional comments on the program:

_____

_____

_____

Altus Public Library Job Readiness Class
HOW TO PREPARE FOR THE JOB INTERVIEW

Thank you for participating!

Place an X or check mark under the number to tell us how you liked the program.

	Yes	Maybe	No
1. The day and time the program was offered was:			
Convenient for me.			
2. The subject covered:			
Met my needs.			
Was understandable.			
3. The person who did the program:			
Was friendly and helpful.			
4. Because of this program I:			
Feel more confident in going to job interviews.			

Additional comments on the program:

_____

_____

_____