Aspects of a Successful Career Service

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1. Clarify Staff Responsibilities
- Decide on the duties of staff serving individuals in the resource room
- Decide on the duties of the greeter

2. Review Resource Room Design
- Decide on a rationale for various elements of resource room design
- Create a map of the resource room

3. Develop Career Resource Collection
- Create an inventory of print, audio-visual, and computer-based resources
- Decide on the criteria used to select career resources for the Center
- Decide on the procedures for selecting, acquiring, and indexing resources
- Select resources for individuals with limited reading ability, visual disabilities, and English as a second language
- Select adaptations for information delivery for individuals with physical disabilities

4. Develop a Plan for Operating the Career Resource Room, Including Staff Training and Supervision
- Decide on a policy for determining which staff are assigned to serve individuals in the Resource Room
- Decide on a schedule for staff working in the Career Resource Room
- Decide on procedures for training staff in using screening instruments and helping clients use career resources
- Decide how staff assigned to work in the Career Resource Room will be supervised
- Create appropriate signage for the Career Resource Room

5. Develop Resource Guides
- Select topics and prepare resource guides

6. Use Screening Instruments
- Identify a screening instrument (or instruments) to use in service delivery
- Decide on the criteria for selecting which individuals use the screening instrument
- Identify how often the instrument (or instruments) is used
- Evaluate the impact of using screening instruments in service delivery

7. Develop and Use Individual Learning Plans (ILPs)
- Adapt or create an Individual Learning Plan
- Decide on the criteria for selecting which individuals the Individual Learning Plan
- Identify how often the Individual Learning Plan is used
- Evaluate the impact of using the Individual Learning Plan in service delivery

8. Evaluate Services and Work Towards Continuous Improvement
- Decide on a strategy for evaluating service delivery
- Create evaluation instruments
- Are the right resources being used by the right person with the right level of support at the lowest possible cost?