WORKFORCE DEVELOPMENT DIVISION
Workforce Program Policy
Technical Assistance Bulletin 321

Keyword: **Administration**

Subject: **Public Library Partnerships**

Date: **November 3, 2026**

This Technical Assistance (TA) Bulletin provides Local Workforce Development Boards (Boards) with information and guidance on developing partnerships with Texas public libraries in which both entities share expertise and services to expand access to workforce, career, and digital resources for Texas job seekers. Specifically, this TA Bulletin provides:

- information regarding the resources and services available through public libraries that complement Texas Workforce Commission (TWC) and Board programs and benefit job seekers; and
- recommended practices for developing and maintaining library partnerships, including the use of a memorandum of understanding (MOU).

Background

In 2025, Texas public libraries recorded more than 50 million visits across 550 library systems. Across the state, public libraries act as community anchors serving individuals of all backgrounds. Library patrons represent populations that Workforce Solutions Offices serve, including low-income adults, individuals with limited English proficiency, youth, and other individuals experiencing barriers to employment and economic self-sufficiency. Libraries are often located in accessible areas and maintain extended hours, making them natural points of entry for job seekers who may not initially engage with formal workforce programs. This unique position has created a strong foundation for statewide efforts to align library services with workforce programs and resources.

The Texas State Library and Archives Commission's (TSLAC) Library Development and Networking Division manages programs that provide training, library resources, and grant funds statewide. Over the years, TSLAC has partnered with TWC to expand library engagement with local Adult Education and Literacy providers. To build on that foundation, Boards are encouraged to develop local partnerships with public libraries in their local workforce development areas (workforce areas). Such partnerships allow both entities to share expertise and services, thus extending the reach of workforce programs while connecting Texans to the digital tools and career resources that libraries provide.

Partnership Benefits

Partnerships between Boards and Texas public libraries benefit customers, Workforce Solutions Offices, and library systems. Some of the benefits include:

- expanded access to workforce services for job seekers who may not initially visit a Workforce Solutions Office;
- increased awareness of library digital resources among Workforce Solutions Office customers, thus supporting self-directed skill-building and career exploration;
- reduced duplication of effort and more efficient use of public resources through coordinated service delivery;
- broadened reach for outreach and recruitment activities, particularly in rural and underserved communities; and
- strengthened community relationships and visibility for both Workforce Solutions Offices and library systems.

Library Offerings and Resources

Texas public libraries offer a variety of resources that directly support workforce development goals. Boards are encouraged to inform Workforce Solutions Office staff regarding Texas public library offerings and communicate their availability to job seekers.

Free Digital Resources

Many Texas public library cardholders have access to a range of free online databases, job search tools, résumé-building platforms, and e-learning resources. These resources can often be accessed both on-site and remotely.

Note: Available resources are updated periodically, and the current offerings may change.

Resource	Description
Udemy	An online learning platform for adults offering thousands of on-demand video courses across 75 categories in business, technology, design, and more, taught by world-class instructors in 12 languages to help adults build work-related skills and stay competitive in a changing workforce
LearningExpress Job and Career Accelerator	Nearly 1,000 self-paced courses and practice tests in multiple languages in workplace skills improvement; includes an artificial intelligence (AI) résumé builder and career certification and licensure exam prep
Magazine and Journal Articles	Access to local and national news, business directories, and industry publications for job-market research
Financial Literacy Tools	Resources for budgeting, building credit, and financial planning to support economic stability

Career Exploration Resources

Many Texas public libraries provide resources and programming that are specifically designed to support career exploration.

Resource	Description
O*NET OnLine	Occupational database with detailed information on skills, wages, and job outlooks for hundreds of occupations
CareerInfo Online/ ReferenceUSA	Business and career research databases for identifying employers, industry trends, and job opportunities
Job Search Workshops	Library-hosted programming on résumé writing, interviewing, and job-search strategies
Career and Education Collections	Print and digital books and guides on career planning, industry-specific pathways, and continuing education
Computer and Internet Access	Free access to public computers and internet for completing job applications, online training, and virtual interviews

Additional Resources

Resource	Description
Talking Book Program (TBP)	Provides free library services to qualifying Texans with visual, physical, or reading disabilities. TBP is part of the National Library Service to the Blind and Print Disabled, a program administered by the Library of Congress. The TBP collection consists of more than 100,000 titles, including hundreds of titles in Spanish and some in French, German, Russian, and other languages.

Recommended Partnership Practices

Boards are encouraged to pursue active partnerships with public libraries in their workforce areas. The following practices are recommended to establish and maintain effective library partnerships.

Develop an MOU

Boards are encouraged to formalize partnerships with libraries through an MOU, that addresses:

- the specific services and/or resources that each party will provide or promote;

- procedures for referring customers between Workforce Solutions Offices and library locations;
- any planned colocation or outreach activities, such as Workforce Solutions Office staff holding office hours at a library or hosting job fairs;
- data-sharing or coenrollment agreements; and
- the process for reviewing and updating the MOU.

Program Awareness

Boards are encouraged to coordinate with library leadership to share program information with Workforce Solutions Office staff and library staff on each organization's programs and services. Such cross-training will enable staff to make referrals, answer basic questions on behalf of the partner programs, and provide customers with a more seamless experience. Training topics may include:

- an overview of Workforce Innovation and Opportunity Act–funded services available through Workforce Solutions Offices,
- library card enrollment and digital resource access, and
- colocated programming opportunities.

Conduct Outreach and Colocated Programming

Boards may expand their reach by conducting outreach at public library locations, particularly in communities that are underserved by or that have less access to traditional workforce services. Potential outreach activities include:

- colocating Workforce Solutions Office staff at library locations to provide career coaching, application assistance, and referrals;
- cosponsoring job fairs, hiring events, or workshops at library facilities; and
- distributing materials about Workforce Solutions Office programs and services at library branches.

Leverage Library Technology Access

For customers who lack reliable home internet access or personal devices, public libraries provide a critical access point for completing online applications, participating in virtual interviews, and accessing online training. As part of the standard intake and case management activities, Boards are encouraged to inform customers of the availability of computer and internet access at local libraries.

Please distribute this information to appropriate staff. Send inquiries regarding this TA Bulletin to wfpolicy.clarifications@twc.texas.gov.

References:

Texas Public Libraries Annual Report for Local Fiscal Year 2024