

Research of target group in partners' environment in the field of unemployment, labour market and educational opportunities for unemployed

INTRODUCTION

Research is part of the E-Guidelines of best practices of learning activities for the unemployed.

E-Guidelines are divided in five parts:

1. Description of target group of unemployed and their educational needs;
2. Summary of library staff training with key competences needed for library staff that work with unemployed and curriculum
3. Examples of good practices of learning activities for unemployed;
4. Short report of responses of valorisation meetings in local communities
5. Recommended literature.

It is essential for the unemployed to be kept informed, that they receive new knowledge and develop social and civic competences as tools in preventing social exclusion. The unemployed are faced with many problems when looking for employment. Many of them have a lack of information literacy and skills for detecting own personal strengths, weaknesses and interest.

Contemporary public libraries as local centres for education, culture, information and social meeting points have become an important connection point for cooperation between vocational education and training and the world of work. The unemployed are informed about opportunities in lifelong learning: non-formal and informal learning.

One of the public libraries aims is to reduce through innovative learning practices the number of less educated unemployed and to promote using ICT with new and innovative learning methods.

Seven public libraries will try through the use of innovative practices and methods, raise the competences of unemployed to reduce the number of less educated unemployed (especially on the field of ICT) and to strengthen connection between education and labour market.

Learning activities are free of charge in public libraries, which enables democratic access for marginalized people.

Seven partners' libraries carried out research from November 2014 to January 2015. With this research it laid the foundations to form both training course for librarians who will work with unemployed and for learning and motivating activities for unemployed. Survey contained questions about:

- Partners' environment in the field of unemployment,
- Labour market,
- Specific policies which are relevant for the field of unemployment,
- Educational opportunities for the unemployed in local communities,
- Learning activities for unemployed which already exists in public libraries,
- Definition of target unemployed groups.

Research showed that partners' libraries operate in similar environments concerning problems of unemployment and labour market, but demonstrate distinctions how to efficiently solve the problems.

All surveys are published on project's web page: <http://www.linkinjob.eu/>

TARGET GROUPS OF UNEMPLOYED

[Eurostat](#) estimates that 23,815 million men and women in the EU-28, of whom 18.059 million were in the euro area ([EA-19](#)), were unemployed in January 2015. Compared with December 2014, the number of persons unemployed decreased by 156,000 in the EU-28 and by 140,000 in the euro area. Compared with January 2014, unemployment fell by 1,820,000 in the EU-28 and by 896,000 in the euro area.

One of the Europe 2020 Strategy aims is the employment rate of the population aged 20-64 should increase from the current 69% to at least 75%, including through the greater involvement of women, older workers and the better integration of migrants in the work force.

As the unemployed are a heterogeneous group of library users, partner's libraries decided on seven target groups and individuals:

- long-term unemployed
- old workers
- less educated
- women
- immigrants
- people with special needs
- first job seekers

On the basis of research each partner choose up to three groups of unemployed for whom learning activities will be prepared and run:

Partners:	long-term unemployed	old workers	less educated	women	immigrants	people with special needs	first job seekers
Austria			2		1		
Bulgaria	1	3					2
Finland	2				1		
Ireland	1	2		3			
Lithuania			1				2
Romania				1			2 (orphans)
Slovenia		1		2		3	

Definition of target groups:

The following are the stated definitions of the target groups of unemployed, followed by the reasons why partners' libraries choose a particular target group of unemployed.

Long- term unemployed

According to the International Labour Organisation, long-term unemployed is defined as "the number of people with continuous periods of unemployment extending for a year or longer". The OECD average of the long-term employed is 2.7% of the total labour force.

Long-term unemployment is a component of structural unemployment, which results in long-term unemployment existing in every social group, industry, occupation, and all levels of education. Current long-term unemployment is a result of a 6 year period of world crisis, which is the cause of an aggregate demand shortfall. Another factor of current long-term unemployment is the stigma among employers that long-term unemployed are not appropriate and skilled work force.

The long-term unemployed need places where they can develop their skills for free. They need activities and social integration; otherwise they are in danger of exclusion.

Bulgaria

According to data of the Employment Agency increased the number of long-term unemployed in Bulgaria (unemployed in Bulgaria are currently 351,000 people). Among the most serious problems of Bulgarian unemployment is the share of those who do nothing and are not looking for any work, especially the Roma community - a third of working-age Roma fall into this category.

Ireland

Currently, 46% of those who are unemployed in Ireland are categorized as long-term unemployed; it is 9.2% of the total labour force. The location along the border with Northern Ireland has traditionally resulted in less economic development and persistent high levels of long-term unemployment.

Though the figures are all moving in the right direction clearly a lot more needs to be done to support people who are long-term unemployed to access paid employment within our area.

Finland

The other important group in Vantaa is long-term unemployed. They need places where they can develop their skills for free. They need activities and social integration; otherwise they are in danger of exclusion from the society. Special attention needs to be given to young adults with low education background. There are many young adults whose parents have also been unemployed and they find it hard to find a suitable job with no education when at the same time the amount of jobs have radically dropped. It is important to tackle these people in order to avoid exclusion which often leads to long-term unemployment.

Older workers

Older people are one of the most vulnerable categories, and day after day they are exposed to various risks. One of the risks is unemployment which results in deterioration of the financial situation and consequently in diminishing of the autonomy and the quality of life. It is hard for elderly people to get a new job, because they are considered less flexible, less ambitious, and less motivated for work. Their willingness to new knowledge is lower, their education is often inappropriate, in many cases they lack of skills needed for specific jobs. Therefore the labour market doesn't function properly if so many skilled and experienced people find themselves locked out of the workplace simply because of their age. Businesses have to be ensured of recognition the benefits of hiring older workers.

Slovenia

One of problematic group of unemployed is a group of older people. According to Eurostat, in Slovenia, older adults (65+) represent 16.5% of the population, and the numbers are rising fast, in 2060 every third citizen will supposedly be reaching or exceeding this age. In Slovenia 33% are employed in the age group between 55 and 64 years. The EU average is 50%, in the Scandinavian countries 60%. The challenge is how to ensure knowledge to these workers or to the unemployed, that they will be fit for the job.

Bulgaria

This target group is the largest since Bulgaria's population is aging due to negative growth. This target group is at risk of dropping out of the labour market due to lack of time or resources, they were not retrained or did not endeavour to improve their professional competence or computer literacy. The European Commission declared 2012 the year of intergenerational solidarity. Thus was born the idea of "shared jobs." Its meaning is to bring together the workplace young, newly worker who has no practical knowledge and experience, and the old, long time employee who is already in retirement (an example of the realization of this idea is the European project E-scouts took place in Public Library Petko Rachev Slavejkov.

Ireland

In various reports, "older people" tend to be defined as over 50s. However, once a person reaches 65 they are taken off the unemployment register as they then receive the State Pension. For the purposes of this project we will define the older people target group as aged 50-65 years. County Monaghan has a higher than national average number of people aged 50-65 within its population. Whilst youth unemployment gains a lot of the headlines, the over 50s can often be overlooked. The library is keen to engage this section of our population.

Less educated

Less educated are group of unemployed with no education at all, and those with only the lowest level of education (maximum CSE), or people who went to school only for few classes/years and never graduated. Particularly affected are women, elderly and people with migratory background. Unemployment among low-skilled adults highlights the impact of the crisis and the challenges ahead for adult learning and employment policies. For this group of unemployed reskilling and career transitions are very important. They need specific help for their issues, individual counselling and easy access to the educational infrastructures.

Austria

Less educated people do have fewer opportunities on the labour market and are therefore more at risk to become unemployed during their professional careers. They need specific help for their issues, individual counselling and easy access to the educational infrastructures that libraries offer.

Lithuania

According to the Lithuanian Labour Exchange statistics of the first half of 2014, the majority (about 80%) of young unemployed people have secondary or lower education, and only one-third of them are qualified. With higher education are only 17% of all young unemployed in

context. In other words, the vast majority of young unemployed people in Lithuania do not have professional qualifications and are not properly prepared for a successful integration into the labour market. The investigation "Evaluation of Public Libraries Requirement for Kaunas City Residents", which was carried out in 2014, residents with secondary and vocational education in Kaunas public libraries are looking for information related to employment opportunities.

Women

While the employment rate for men (aged 20-64) was 74.6% in 2012, for women, it was only 62.4 % in the same year. In all member states, female employment rates are lower than those for males with big variations across the EU. Employment rates for women remain high despite the impact of the economic crisis which results in higher unemployment in society as a whole and amongst women as well.

Parenthood is one of the main factors underlying the gender employment gaps. The employment rate for women who have children is much lower than for women without children in most member states while it is the opposite for men.

Furthermore, the longer women are out of the labour market or unemployed notably due to care duties, the more difficult it will be for them to find a job in the long term. The gender employment gap is widening through the life cycle and reaches a peak for the older cohort. The gap is around 8.3 percentage points for the young cohort (20-29 years old), 12.44 percentage points for the middle age cohort (30-54 years old) and reaches 14.5 percentage points for the older cohort (55-64 years old).

Women can achieve strength to have more influence and power through knowledge for emancipation, economic activity and political mobilization. Strength of the influence and power comes only when education is close to the everyday experiences of women and builds intellectual, emotional and cultural base of participants.

Slovenia

In December 2013, 124,015 unemployed persons were registered at the Employment Service of Slovenia, 47.9% of them women. The unemployment rate for women was 14.2% (for men it was 13.0%). Most of the registered unemployed women were 30-39 years old (26.6%). 27.0% of women (11,914 women) were seeking employment for more than 24 months in 2012; most of the long-term unemployed women (2,900) were 25-29 years old.

The at-risk-of-poverty rate of unemployed women was 45.5%, thus only slightly lower than the at-risk-of-poverty rate of unemployed men (48.1%). The at-risk-of-poverty rate of unemployed women has grown by 25% since 2008.

Ireland

Although there are currently less women than men on the unemployment register in Ireland, the rate of unemployment amongst women remains almost static compared to male unemployment which has been in steady decline since 2012. In fact, there was an increase in the number of long-term unemployed women on the Register at a time when the number of males categorized as long-term unemployed is steadily. Research suggests that women's historical role as the secondary breadwinner together with other family responsibilities often means that women do not have the same level of urgency to seek employment.

Romania

Based on reality of Brasov labour market, on the studies conducted in the European project "Lady café – motivating activities for women aged 45+" target group includes: women within the age of 45-55; who have children; who live in rural area; who are interested to find job. No

other public institutions or NGOs work with this group who is the most vulnerable group on the labour market.

Immigrants

High unemployment rates among immigrants could be in existence due to their recent arrival, their lack of information about the local labour market and (adult) education system, and their lack of social and business contacts. Especially immigrant women are in danger of exclusion from the society. Immigrants are heterogeneous group: immigrants from other EU countries; refugee seekers and persons who are being granted refuge; first (born abroad) and second generation.

The longer immigrants work in the new branch of economy unrelated to what they originally trained or learned or the area which they worked in before, the more difficult it becomes to re-enter the originally learned profession. Know-How will be lost and to build up a new connection with the currently needed knowledge is difficult. These problems come hand in hand with the complicated, non standardized formal recognition of training completed abroad.

Austria

Immigrants are a heterogeneous and ever-growing group in the Austrian labour market. Included are people with diverse knowledge and skills, directly correlating with their level of education, particularly vocational training. Thus the migrants are disproportionately mostly present in both the highest and lowest level of education. The reasons why people, despite having completed compulsory education, do not have adequate basic training, often several factors are responsible for this. On the other hand though, even immigrants who have a good education, have no guarantee to get a job befitting of their training. High rates of individuals in this target group have a lack of formal qualifications, they are often missing important information regarding their situation, and they have a lack of learning experience.

Finland

Integration is a big challenge in Vantaa, where the amount of immigrants is growing more rapidly than in other big cities in Finland. Especially immigrant women are in danger of exclusion from the society.

People with special needs

WEFD (World Education Foundation for the Disabled) defines disability not only physical or mental incapability but also in meaning of health problems, emotional problems, problems in partners' relations, poverty and low education.

The unemployment rate for persons with a disability is approximately 13 % higher than the rate for those with no disability.

Drug addicts and abstainers are one of the groups of people with special needs that need our special attention. They are often stigmatized and have difficulties finding employment and appropriate education. Rehabilitated addicts are left to themselves after getting better, and there is a high risk that they will return to their old way of living. Therefore, for addicts who after several years of absence from a home environment, education plays a key role in integrating them back into the world of work. In terms of job searching, a cured addicted person has barriers to face, that is, many of them are confronted with stigma and prejudice by employers.

Slovenia

For many drug addicts, they started using drugs very early (during the period of full-time education), result is that schooling is often not complete. They have mostly completed secondary school education, therefore available to them are mainly low-paid jobs, but many are not willing to accept it and prefer to receive welfare assistance and occasionally perform various odd jobs. If the employment or participation in further education is not immediately available, the motivation declines and many descending into addiction. It is extremely important to maintain a high level of motivation throughout the involvement of people in a given program. The learning process enables a person to engage in self-discovery. Learning is a process of qualitative changing of existent concepts and views, a process of going through personal change and identity change. Education has, besides the benefit for removal on social scale, better economic conditions.

First job seekers / young unemployed

The phrase referring to youths as a “lost generation” is used in the reports of the International Labour Organization (ILO) and other studies that deal with world-wide unemployment and labour. The global youth unemployment rate (aged 15 to 24) is estimated by ILO to 12.6 % in 2013, close to that recorded during the peak of the crisis that is 12.7 % in 2009. In absolute values, this percentage means 73.4 million young people, and the trend is going up.

There is much talk about discrepancy between the skills of those looking for a job and the knowledge and skills required by employers. And the gap is widening. The lack of skills coexists with a contradictory fact: overqualified young candidates.

In European countries active inclusion in youth entrepreneurship is very important part of policies.

Bulgaria

In 2013, the annual rate of youth unemployment (15-24) in the EU was 23.3% in Bulgaria was 28.4%, which places Bulgaria in eighth place in the EU. Dynamics of youth unemployment in Bulgaria follows the general European trends. At the same time a number of factors resulting from structural problems labour market in the country, slightly reformed educational system, anachronistic labour legislation and some cultural characteristics imply lower economic activity rate among the Bulgarian young people and more difficult inclusion in the labour market.

Romania

15 % of Romanian young people are “too” educated compared to market demand. And this rate is higher in Romania than in Great Britain and Germany. All these persistent difficulties, along with the slowing global economic recovery in 2012 and 2013, led to indifference and pessimism. Increasingly more young people gave up searching for a job, and many are satisfied with jobs that are below their qualifications.

Today 9.000 children are resident in institutions. Thousands of children have returned to their families, been adopted into loving homes. For those children still resident in institutions becoming young adult means that they need to leave institutions and to live independent lives as young adults. For doing this they need to find a job to assure their subsistence. On a labour market which can be closed to teenagers, without the support of a family or friends it is a very difficult situation. That’s why the library wants to develop a training programme for this group, because it could be their final option and over the years we have had contact with them through different programme.

Lithuania

According to the latest data of the Lithuanian Labour Exchange, 42% of registered young unemployed persons in Lithuania do not have work experience. In Kaunas currently there are 5 colleges and 11 universities. At the beginning of 2013 there were 600,000 people living in Kaunas County, about 20% (120,000) were in the age group 15-29 years. According to the 2013 KCPL statistics, students of colleges and universities amounted to 62% (over 10,000) of all library users.

SITUATION IN THE FIELD OF UNEMPLOYMENT, LABOUR MARKET, SPECIFIC POLICIES AND EDUCATIONAL OPPORTUNITIES FOR UNEMPLOYED IN LOCAL COMMUNITIES

Due to the worldwide economic crisis all modern industrial societies are faced with the same problem: unemployment. The most exposed groups are long term unemployed, persons under 25 and immigrants.

Neither the labour market institutions, nor the legislation which was available at the beginning of the transition period could deal with the newly created situation. On the one hand, the enterprises needed more flexibility, so that they could deal with the rapid economic changes, insertion of new technologies in order to increase the performances and the increasing competition on the market. On the other hand, the large number of unemployed individuals required assistance in searching for new jobs and adapting the level of qualifications to the new requirements of the market.

Labour Market Summary

The OECD reports that 65% of the working-age population aged 15 to 64 has a paid job. European Employment Strategy (EES) is the main instrument for coordination of Member States' efforts to reform the labour market and employment policies. In recent years, EES has been marked by a series of successive changes both in terms of policy guidance and coordination among Member States.

For preparing learning activities for unemployed it is very important to understand characteristics of labour market and politics in partners' countries. Better understanding of needs of local communities helps libraries to establish appropriate services for residents.

Short description of labour market in partners' countries:

Labour market and unemployment

Slovenia

Slovenia first faced the growing unemployment rate in 1990's, when Slovenia became independent. Now we are once more facing an increase in unemployment since 2008, with emerge the economic crisis. Unemployment rate is also affected by the development of technology; many companies are faced with technological surpluses. More and more companies go bankrupt. A lot of profiles such as construction workers, workers of the textile industry, furniture industry and similar professions are left without work. In 2014 there were 120,000 registered unemployed in Slovenia. Unofficially, the number is even higher.

Bulgaria

Bulgaria developed a National Strategy to overcome the demographic crisis. Therefore the focus in this analysis is on current and future demographic problems in the labour market

and their respective threats and risks to employers. They were discovered and classified in several sources: declining population, aging population migration. If there are no major technological, economic and professional transformations towards modernization, the problems with employment potential will be critical for the labour market. After three years of contraction in the absolute number of workforce 15-64 (from 98.2 percentage points in 2008) in 2011 begins a process of stopping the negative dynamics. In 2012, the index is equal to 100.0 and in 2013 registered a symbolic growth index of 100.05.

For consecutive year the labour market was quite dynamic and increasingly competitive in terms of entry of new companies and expansion of existing ones. What is observed in the outsourcing industry is growing competition among large employers, the emergence of more specialized and expert positions and shorten the time in which people manage to find a new job if they are heading in this sector

Ireland

The last 15 years have seen major changes in Ireland's unemployment situation with an unemployment rate of 3.6% in 2001 rising to 15.1% in 2012. The vast majority of those who lost their jobs were in the construction sector where there was a 62% loss in employment, followed by agriculture and Industry. Many of those who lost their jobs within these areas have limited skill sets to transfer to other sectors of the economy. Latest figures published in December 2014 show that the unemployment rate has been falling steadily over the past number of months and has now reached 10.6%. This latest figure represents 356,112 people signing on the *Live Register*, a reduction of almost 40,000 people since the previous December.

Austria

While the overall percentage of unemployment in Austria has gone down 0.2% compared to November 2013 (5.1%) to 4.9% as of November 2014, and therefore is the lowest in the European Union (followed by Germany at 5.0%), there is still a constant rise since the year of 2008 (3.8%) which marks the beginning of the global economic crisis. Another current trend is the reversal of traditional gender unemployment rates (female higher than male) due to the major impact on traditional male-dominated parts of the economy (e.g. construction, industry, etc.) made by the aforementioned economic crisis starting in 2009. Currently (November 2014) the unemployment rates for males is at an all – time high (5.3 %, up from 3.6% in 2008), while the rate for females has remained relatively constant. (4.5% compared to 4.1% in 2008).

Romania

The Romanian labour market has gone through profound transformations further to the implementation of the new political, economic and social reforms. Before December 1989, the state used to guarantee the full employment, while nowadays Romania faces a relatively high unemployment level, which continues to increase. According to statistics, comparative with 1989, the indicators show us that the number of employees in Romania has constantly dropped from 9 million to 8 million, which are now. 2,2 million from those are persons employed in agriculture and 1,1 million persons employed as authorized natural person, members of the family businesses. Also, over 2 million Romanian citizens are working abroad, in accordance with some unofficial statistics. The migration phenomenon has had a series of positive effects, such as reduction of unemployment, poverty and social problems, especially in the rural environment and at the level of the domains which were strongly affected by the economic restructuring in the last years, but in the same time led to a labour deficit in certain domains such as constructions, agriculture, tourism, construction materials, mechanical processing, clothing and leather goods industry.

Finland

Finland is suffering from depression. The unemployment rate was 8.8% in December 2014. This means that there were about 27,000 more unemployed persons than year before. Structural changes in labour market affect the society in all levels. Many traditional professions are being replaced by automation and self - service. There is a mismatch between the number of people who want to work and the number of jobs that are available. The unemployed workers may lack the skills needed for the jobs, or they may not live in the part of the country or world where the jobs are available. In Finland this means that the northern parts of the country are suffering from severe unemployment. However there are jobs available in some low-paid occupations especially in the south of Finland. These jobs are more and more done by immigrants.

Lithuania

During the last five years (2010 – 2014), the demand for labour power in Lithuania varied unevenly; however, lately the demand has been growing and the difference between the demand and supply for labour power is becoming less significant. Since the possibility of getting employed is growing, unemployment is becoming less frequent. Social security and labour system is also being revised in Lithuania. According to the statistics, the unemployment in Lithuania has decreased during the period of 2010 – 2014 (varying from 303,100 to 263,600). The number of people employed in 2014 reaches 177,800 (67% of the unemployed). Every third person is younger than 29, every fifth person is older than 50, and every seventh person has been unemployed for a long period of time. The number of people who were pointed to various trainings is 59,000 (22% of the unemployed).

Policies

Policies play a role in determining how a country responds to the negative economic trends and general crisis. In this document active labour market policies and employment protection legislation and welfare reforms are exposed.

National and local policies in the field of unemployment determine also the work of public libraries with unemployed users.

Short description of policies in partners' countries:

Slovenia

The Government has adopted the implementing document (catalogue AEP) - The plan for the implementation of active employment policy measures for 2013 and 2014. In accordance with the definition of the law regulating the labour market active employment policy is (hereinafter: AEP) a set of labour market measures, which are aimed at increasing employment and reducing unemployment, increasing the employability of people in the labour market and increasing the competitiveness and flexibility of employers.

Employment Service of Slovenia is a national institution, which is responsible for carrying out activities in the field of employment, employment programs, scholarships, implementation of career guidance, unemployment insurance, providing temporary and occasional work for pupils and students, employment and work of foreigners. It has regional offices that perform professional and operational tasks related to the activities of the Institute in their area.

In the context of programs encouraging employment, the Employment Service of Slovenia provides subsidies or the partial reimbursement of the cost of recruitment of new employees (under certain conditions).

The European Commission has approved the Operational program for Slovenia for the implementation of cohesion policy for a period 2014-2020. The European Social Fund will contribute to the improvement of the employment of long-term unemployed, young people and older people and people with lower education.

Bulgaria

The strengthening of the strategic and integrated approach to planning and forecasting economic and social development of Bulgarian regions and municipalities continues to be on the agenda nowadays: National Strategy for Regional Development the Republic of Bulgaria (2012-2022); Regional development plans areas of level 2 (2014-2020); Regional Development Strategies (2014-2020); Municipal Development Plans (2014-2020).

The dynamics of regional development is mainly determined by the development of the large cities and medium-sized towns in Bulgaria. The highest share in the formation of the national gross value added and gross domestic product is Sofia and the 6 major cities. The network of large cities, which are key centres and generators of growth and development, is unevenly distributed in the territory of the country. This generates and accumulates problems of the kind "center-periphery" and creates conditions for interregional and intra-regional differences/ disparities. There is no doubt that the differences between the South western region and the rest of the NUTS 2 regions, are due to the high rate of development of the capital Sofia. The capital, with its agglomeration area, dominates in the national space much greater than in the past periods and transfers the problem "center-periphery" to the national level.

Ireland

In 2012 the Government of Ireland launched a four year strategy to tackle the problem of unemployment in Ireland. The "Pathways to Work" document contained a 50 point Action Plan which outlined the measures the Government would be taking under five major strands. It has formed the basis for a number of new policies and procedures in dealing with unemployment. The five strands are: 1) Better engagement with unemployed people; 2) More activation places & opportunities for those on the Live Register; 3) Remove disincentives to the take up of opportunities by unemployed people; 4) Incentivising employers to provide more jobs for those who are unemployed; 5) Reforming Institutions to deliver better services.

The Government is on track to beat the target of helping 75,000 long-term unemployed people back into work by the end of 2015 through the Pathways to Work strategy. More than 46,000 long-term unemployed people have returned to work since the Pathways strategy.

Austria

Reducing unemployment and securing jobs, as well as achieving and maintaining full employment over the long term, are the most important objectives of Austria's labour market and employment policy. The core function of Austria's public employment service is to match labour supply and demand based on efficiency, economy and targeting criteria. Bridging the gap between federal and private institution, the AMS (Public Employment Service) is the most important service provider on the Austrian labour market. Founded in 1994, made possible by the passing of the Public Employment Service Act (AMSG, 1994), and following devolvement from federal administration and reorganisation to a separate legal entity, the AMS fulfils both the role of a public agency and a private-sector business enterprise. Its numerous tasks involve: 1) Implementing active labour market measures (information, counselling, placement and assistance to workers and employers); 2) Providing vocational training options to young people through placement in suitable apprenticeships and through a variety of supplementary measures, e.g. mandating training establishments to provide

supra-company apprenticeship training under §30 of the Vocational Training Act (BAG); 3) Verifying claims for, and paying, wage-compensation benefits in the event of unemployment

(Unemployment Insurance Act – AIVG); 4) Other labour market policies, such as the admission of third-country nationals to the labour market (Act Governing the Employment of Foreign Nationals – *AuslBG*).

The last two points are enforceable within public administration, and are protected by federal legislation. Of special importance for the general public is the Unemployment Insurance Act, which covers Social Insurance (pension insurance, health insurance and partly work accident insurance) in the case of unemployment.

Unemployment insurance and unemployment benefits are primarily funded by wage-related contributions made by employers and employees.

Romania

First National Reform Program 2007-2010 NRP, result of identified as the main short and medium-term challenges of the labour market: low participation of young people and vulnerable groups in the labour market, significant employment rate in the agriculture and low quality of human resources. Directions employment policies contained in the NRP 2007-2013 refer to: 1) Labour market flexibility, reduce labour taxation and labour phenomenon undeclared; 2) Improving access to employment, including by increasing participation in active employment measure; 3) Measures to attract and retain labour market groups with low participation, namely young people (15-24 years), older workers (55-64 group) residents of rural areas especially unpaid family workers self-employed or engaged in subsistence agriculture groups at risk of social exclusion (with a focus on people with disabilities or those Roma) and Women (measures of equal opportunity between men and women); 4) The development of skills and competencies by increasing access to education and training.

In 2009, the Romanian Government adopted 28 anti-crisis measures among which maintaining the unemployment rate within acceptable limits, keeping the flat tax at 16% and VAT at 19% and the allocation of approximately 20% of the investment budget. According NRP labour market policies aimed the development of partnerships with educational institutions and training providers. At the end of 2011 NEA have implemented 44 projects, as beneficiary, totaling employment and training services.

Finland

Citizens are encouraged to develop their skills and there are plenty of possibilities to study besides working. For long-term unemployed (over 500 days unemployment period) the unemployment offices offer various short working periods financed by the state and the municipalities. Special attention is given to people under 25 years and people who are soon to be retired. Also people with disabilities are offered short working periods with unemployment benefit. People are also encouraged to start their own businesses. But because unemployment is structural, radical measures are needed to improve the competitive ability of the country. By investing in the young, the long-term unemployed and quality of working life in particular, we will raise employment level. Economic growth and general wellbeing are curtailed by high long-term unemployment and youth unemployment, which also unbalance the public economy. The availability of labour would be improved and the labour market mismatch eased, by lowering unemployment levels. Work can be made more attractive and careers lengthened by improving the quality of working life.

Lithuania

Constitutional rights of employment and occupation state guarantees for citizens in Lithuania are established and regulated by the Law on Employment Support by the

Republic of Lithuania. Lithuanian Job Centre and its regional job centres follow and provide support by this law and it supports regulations to those who seek for employment. Meanwhile, the labour market monitoring and active labour market policy measure implementation conditions and procedures are regulated separately by the Republic of Lithuania legal laws: “Labour market monitoring conditions and order procedures”; “Active labour market measure implementation conditions and order procedures”.

To reduce the unemployment in Lithuania active and passive strategic social policy packages are being used. Essential passive labour market measures are supported employment, professional teaching that provides qualification for unemployed and the working-age citizens, support for establishing new job places, support for unemployed territorial mobility. The goal of passive labour market policy used in Lithuania is to provide the unemployed with allowances and other material support to ensure the person and his/her family with at least a minimal standard of living.

People in Lithuania that are in search for work can register to regional job centres. With this they have an opportunity to benefit from the state employment support measures such as the labour market services, active labour market policies and various employment support programs for free.

Educational opportunities for unemployed in local communities

In partners' local communities exist different learning opportunities for unemployed with regards to range of learning activities and their accessibility. Some providers come from non-profit or non-governmental sector others come from businesses. Beside information on different possibilities during job searching, they also encourage participants to pursue lifelong learning, personal development and especially to become more active in improving their position in society.

Slovenia

- Employment Service of Slovenia is one of the key institutions in the labour market. It is an independent legal entity with the status of a public institution that works uniformly for the territory of the Republic of Slovenia. Main activities of the institute are job placement and job counselling, implementation guidance, implementation of unemployment insurance, the implementation of active employment policy measures, the issuing of work permits and employment of foreigners, analysis, development and other technical materials relating to the activities of the Institute, providing information on the labour market and public information.
- Public institution Cene Štupar - Center for Education Ljubljana is one of the major organizations in the field of adult education in Slovenia. This public institution is recognized for its diverse range of formal and informal programs for all generations. In the last ten years it has achieved great development in the field of secondary education for adults, acquiring licenses for the validation and verification of National vocational qualifications, extending and renewing the offer in the field of education in foreign languages and Slovenian language for foreigners.
- Institution Papirot is a leading Slovenian organization in the field of employment, training and development of human potential. Their mission is to care for the development of the quality of life of individuals and communities. Prah education center implement formal education programs in the logistics and transport expertise, seminars, lectures, conference. They participate in the development projects of enterprises and other educational institutions in the local environment and in projects competent ministries are launching.

Bulgaria

- Youth Activities Programme in the municipality of Veliko Tarnovo 2012 - 2015: the program aims to create favourable conditions for storage, development and investment in the youth of the municipality of Veliko Tarnovo. In the area of formal and informal education the programme goal is optimisation of institutional conditions for participation of young people in conducting various forums to improve the awareness, development of human resources and professional development.
- Center for Interethnic Dialogue and Tolerance "Amalipe" - Veliko Tarnovo: educational integration is key for Equal Integration of Roma in Bulgarian society. It is an integral and necessary part of the process of modernization of Bulgarian education: without educational integration of the Roma community, the Bulgarian education system would remain alien to a large number of Bulgarian citizens and could not respond to the European requirements for inclusive education and the requirements of the labour market for well qualified workforce.
- Center for qualification of St. Cyril and St. Methodius University of Veliko Tarnovo is a structural unit of the University "St. Cyril and St. Methodius ". The main activity is training for further education, retraining and specialization of students and graduates, conducting short-term courses, prospective students and others.
- Regional Public Library Petko Rachev Slavejkov as an educational center of the local community: in the period 2010-2014 library organized within the program "Global Libraries-Bulgaria" and "Lady café 45+" different types of training for the unemployed and disadvantaged people.

Ireland

Educational and Training Opportunities within County Monaghan are provided by the Monaghan/Cavan Education and Training Board in a variety of locations and through a variety of means such as Full Time Courses at the Monaghan Institute for Further Education, Adult Education Classes which are run through local ETB Schools or Community locations.

- Adult Education Classes: Monaghan & Cavan ETB has expanded the range of certified courses available on its night class programme. This is in response to the increasing demand from learners and employers for certification. The range of courses includes basic literacy, basic computers, ECDL, languages, cookery and photography & computerised accounts software.
- Monaghan Institute of Further Education offers a range of full time courses under the following headings: artistic & creative studies, business and administration, caring studies, computing & engineering, early childhood studies, hair & beauty, leisure & tourism, science & environment.

As Monaghan is a rural county, located along the Border with Northern Ireland, the opportunities to achieve degree or postgraduate education are limited, it is usually necessary to travel outside of the County to some of the larger urban areas which offer Institutes of Technology and University Degrees.

There are numerous Schemes & Grants in place which encourage those who are unemployed or in low income jobs to return to education. Under the VTOS (Vocational Training Opportunities Scheme) programme the long-term unemployed can participate in full-time training, without losing their benefits.

Austria

The adult education scene in Austria is characterized by a multitude of institutions which, with very different objectives, try to create an educational infrastructure for adult learners. Adult education in Austria is divided into vocational and general continuing education.

Vocational continuing education is targeted at qualifications for professional life. It should help to secure jobs and make re-entry into a profession and career advancement possible. General education cannot be so functionally. Its aims are used more for personal development.

Amongst the largest training and further education institutions in Austria are:

- BFI – Careers Promotion Institute provides comprehensive training and education. These include corporate training, labour market training, apprenticeship, school and academic degrees as well as international recognized certificates.
- WIFI – Trade & Industry Promotion Institute constantly develops new education products in all areas - from languages to technical courses, coordinated with the economic needs.
- Adult Education centres offer a great variety of different courses and lectures. Focus is on culture, society, languages, health and IT, catching up on qualifications. There are also courses that are tailored to the needs of working people. Others are specifically aimed at the unemployed, homemakers and retirees.
- Rural further education institute is for people in rural areas, particularly for farmers.
- Vocational training centre provide vocational further education projects with the AMS at: job training, skills development opportunities at work
- VFQ: Society for women and qualification which aim is to improve the situation of women and migrants in the labour market by providing advice, training and education.
- Education Account Upper Austria: For jobseekers people, job- returners, marginal workers, persons on maternity leave, but also workers under certain conditions. Course fees, learning materials such as books and accommodation costs will be financed.

Romania

Training providers are distinguished according to the type selected training programs:

- On the one hand, there is a segment of organizations only or mainly offers training courses, retraining and initiation; these organizations often have a low degree of specialization, offering a wide range of courses and aiming to maximize the workload of the organization; they as a group target individuals (often unemployed registered in databases NEA), graduates or elderly people looking for a job. These organizations offer their selected according to the list of job vacancies published by the public employment service, sometimes contracted services training and / or employment funded by the NEA.
- A second category of suppliers is mainly geared to providing training courses and / or non-standard training courses (personal development); providers in this category have a more pronounced degree of specialization compared to organizations offering training courses or initiation both in the supply of courses (training of trainers, project management, accessing grants) and in terms of customer segmentation (corporations and their training departments, public institutions or NGOs). Specialized providers are targeting specific market niches such as training of public institutions, where officials are often required to reach a certain number of credits and hours of training professional teachers, staff in the health and social care, government or non-governmental organizations.

Finland

Training providers: Adult Education Institute, vocational schools apprenticeship, libraries, Open University, distance learning organized by Upper secondary schools, preparatory education for unemployed organized the Ministry of labour via local unemployment offices.

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- Vantaa Adult Education Institute is an adult education center that offers almost 2,000 courses in dozens of different subjects each year. One can study the skills required in the labour market, but one can also find new leisure-time hobbies like courses in crafts, the visual arts, music and home economics. One can also learn new languages or maintain one's current language proficiencies. In addition, the Institute offers plenty of IT and computer courses.
- The vocational school of Vantaa offers adult education in many fields. Libraries offer IT courses for unemployed and language courses for immigrants.
- Vantaa city offers possibilities for apprenticeship in public sector. Apprenticeship is targeted both to young adults and adults, especially for immigrants who have difficulties in finding their place in labour market. A typical case is a person who has been unemployed for a long time and gets a temporary job via city's unemployment services. If the person is found suitable for apprenticeship, she or he may be offered a possibility to accomplish a vocational examination. Apprenticeship is very popular so library has decided to prefer immigrants so they have a better possibility to integrate to the Finnish society.

Lithuania

Vocational training in Lithuania is either initial or continuing. While initial vocational training is only formal, continuing vocational training is both formal and informal. 74 state and 3 non-state vocational training institutions offer formal vocational training in Lithuania. In the institutions of initial vocational training one can acquire not only qualification but also basic or secondary education. Formal continuing vocational training programmes are organised by 5 labour-market centres, adult education departments of the initial vocational training institutions, higher education institutions, companies, and others. Formal continuing vocational training is for the people who already have a qualification, but wish to improve it or acquire a new qualification. Informal continuing vocational training can be provided by any vocational training institution when a person or employer requests it.

All of these techniques to improve employment and activity are present at Kaunas Territorial Labour Exchange which makes sure that these techniques are applied in both Kaunas and Kaunas region (in 8 municipalities). The Lithuanian Labour Exchange is helping the unemployed by training and supporting the employment of people who seek for a job (by subsidising, supporting the gaining of certain skills, independent activity, and others). Emigration and structural unemployment that emerge from the economic restructuring of the country are still the issues of Lithuanian labour-market.

PUBLIC LIBRARIES AS PROVIDERS OF LEARNING ACTIVITIES IN LOCAL COMMUNITIES

Modern public libraries have many different functions which support the concept of four library spaces:

1. The learning space
2. The inspiration space
3. The meeting space
4. The performative space

One of the basic library functions is to assure space, material and contents for learning and knowledge acquisition. In this way public libraries build stronger local communities. With their services for users, public libraries support social, cultural and economic well-being and as social responsible institutions enhance more quality life of residents in local community. Social responsible means for individual / library user obligation of library to work in benefit

and development of all people, main elements of social responsible operating are tolerance, solidarity, social inclusion, compassion, honour and confidence.

For the unemployed public libraries offer workshops, coaching, motivation meetings, lectures, basic computers skills training, support for writing applications, CVs, free of charge access to computers and printing of documents for applications, information brochures.

Some learning activities for unemployed that already exist in public libraries from partners' countries:

Country	Public Library	Activity	Web address
Slovenia	Ljubljana City Library	Employment Information Service (EIS)/	http://www.mklj.si/
	Mirana Jarca Public Library Novo mesto	Center for vocational guidance - PARTNERSHIP FOR THE FUTURE	http://www.nm.sik.si/si/
Bulgaria	"Global Libraries Bulgaria"	Information about the activities of Bulgarian libraries for the unemployed	http://www.glibulgaria.bg/bg/nod/e/19428
	Bulgarian libraries and Employment Agency	Human Resources Development	http://www.navet.government.bg/en/nappo
Ireland	Dublin City Public Libraries	Start up start here: Dublin City Libraries Supporting Business in the Community	http://dublincity.ie/main-menu-services-recreation-culture/dublin-city-public-libraries-and-archive
Austria	Libraries of Vienna	<ul style="list-style-type: none"> - "Miniberatung für Bildung und Beruf" (Short Counselling for Education and Career) - The "Bildungsberatung" (Education and Training Guidance) - There are "Soft Skills-Classes" ("Gut zu Wissen") 	http://www.buechereien.wien.at/
	City Libraries of Salzburg	"BiBer" Education and Training Guidance	https://buch.stadt-salzburg.at/
Romania	County Library Octavian Goga Cluj	How to find a book to ... work? BaniIQ	http://biblionet.baniiq.ro/
Finland	HelMet-libraries (capitol region: 14 libraries)	<ul style="list-style-type: none"> - Language cafes in - Computer courses (also in Swedish, Russian) 	www.helmet.fi

		and other languages) - Web language courses, - Working periods for unemployed and vocational rehabilitation in collaboration with the unemployment office and the city's employment services,	
Lithuania	Lithuania Labour Centre together with association "Window to the Future" and 22 other partners among whom a fair share of Lithuania's public libraries	"Trust In Yourself"	http://www.ldb.lt/Informacija/Veikla/Naujienos/UserDisplayForm.aspx?ID=6987 http://www.pasitikeksavimi.lt/

Detailed information about learning activities for unemployed that already exist in public libraries from partners' countries is published on project web page <http://www.linkinjob.eu/>.

Learning activities for unemployed already exist in partner's library

Partners' public libraries have recognized a number of problems related to unemployment in their local communities and educational needs of unemployed in libraries. Libraries have offered various spectre of non-formal and informal learning in the frame of lifelong learning activities:

- Training courses that support new skills and competences needed to find job easier.
- Training courses that support information, computer and digital literacy.
- Training courses that support language skills.
- Mediation of information in the field of unemployment and labour market.
- Counselling about and from library material connected with social affairs, unemployment, reintegration into the workforce, lifelong learning.
- Publishing information for unemployed on libraries' web pages.
- Creative workshops to involve unemployed to spend active free time in libraries (library space as third space).
- Offering information that support everyday life (balancing education, work and family).
- Library tours for groups of unemployed.

In the last ten years, librarians have gained through continuous professional development different new competences and skills that help them to provide better services for library users (methodological competence, where to find and acquire the information needed).

Detailed information about learning activities for unemployed that already exist in partners' libraries is published on project web page <http://www.linkinjob.eu/>.

EDUCATIONAL NEEDS (I. E. CONTENT, METHODS, MOTIVATION FOR EDUCATION, ORGANIZATIONAL ASPECTS) OF SELECTED TARGET GROUP

Learning is always intertwined with feelings of fear, anxiety, anger, on the one hand and pride, joy, satisfaction, on the other hand. Strong negative emotions employ a lot of mental energy, so we are more superficial in the processing of information, positive mood is the basis for a more holistic approach to the information. Scope emotional and personal development, in which the learning is particularly large impact, the evaluation of oneself as a person and as a student.

Selected targeted groups could be coaxed back to education through informal 'Taster Sessions' which would allow them to explore various options and increase their self-confidence. By creating a positive learning environment and enabling those to have a positive learning experience without the pressure of formal exams should encourage them to build on core skills and progress into a more structured framework of education or training.

Within the project the partners' libraries can demonstrate new ways of learning; help the participants to get to know other learning methods and learning styles and to develop new competences, skills and knowledge that are important for better equipped unemployed in job hunting:

- Financial literacy.
- Computer and information literacy.
- Entrepreneurship (as Europe needs more entrepreneurs, more innovation and more high-growth SMEs it is necessary to stimulate the entrepreneurial mind-sets of young people – high educated first job seekers).

The methods will be used:

Informal forms of education, such as lectures, courses and learning with monitoring magazines, daily newspapers and information exchange with colleagues and friends, learning through radio and television - under the influence of knowledge humans raise interests and activities, relationship to culture and indirectly value system.

Methods of distance education, these methods replaced correspondence education; they are not limited to written sources. They also include films, television and radio educational broadcasts.

Methods of individual training enable high-quality educational communication.

E-Learning is the newest form of distance education, with the onset of the Internet as a mass medium. In adult education theory and practice have so far been the most recognized following methods: tutoring, counselling, tracking or advisory mentoring (coaching).

The contents of learning activities for end users support self-learning, competence recognition, using different communication channels, e-media and e-learning and ICT skills.

Important element is motivation for education: many unemployed need help and information, they can get it easily and uncomplicated with the help of librarians.

Detailed information about educational needs in partners' libraries is published on project web page <http://www.linkinjob.eu/>.

CONCLUSION

Regarding the role of public libraries in a knowledge society, it is important to stress basic statement from IFLA/UNESCO Public Library Manifesto (1994):

Freedom, prosperity and the development of society and of individuals are fundamental human values. They will only be attained through the ability of well-informed citizens to exercise their democratic rights and to play an active role in society. Constructive participation and the development of democracy depend on satisfactory education as well as on free and unlimited access to knowledge, thought, culture and information.

The public library, the local gateway to knowledge, provides a basic condition for lifelong learning, independent decision-making and cultural development of the individual and social groups.

Libraries are open to everyone; all people are allowed inside during opening times. The role of public libraries in local communities are cultural, informational, educational and social – they also assure their users place for social networking, meeting others and spending active free time.

Public libraries cooperate very closely with other stakeholders in local communities; they are included in wide networks and have established different partnerships in the field of lifelong learning. Public libraries are visible and trusted partners in local communities.

The main outcome of this project 'LinkINjob' is the development of new activities and services for the unemployed or developing existing ones. On the basis of research partners' libraries will be able to establish such activities and services for the unemployed that really support the needs in local communities.

As public libraries all around the world have similar mission the results of project's survey can be very simple transferred and used in other library environments.

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OECD – Better policies for better lives

<http://www.oecd.org/employment/>

EDAC – European Data Center for Work and Welfare

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