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>> Good afternoon, and welcome.

Grow your bank account use government resources to build your resources. She has 40 experience -- [low volume] worked as a director of the library as a post secondary vocational school. She arrived at her current job in 2007. She before we get started, I am going to walk you through coded a few housekeeping items. If you have any questions or comments, please feel free to type them in the chat box. We will keep track of the questions that come and Jane will respond at the end. We will email a link and a recording and the slides to everybody who registered. If anyone needs additional certificates because multiple people watched it with you, include the title along with the names and email address of anybody who needs a certificate finally, we will be sharing oh webinar satisfaction with you. The URL will appear in the chat box. Reserve your -- use the webinar questions that you would like to ask the presenter and any technical issues that you make Brennan into. I will welcome it out I will hand it over to Jane.

>> Good afternoon, everyone. I appreciate you taking time to be here. Today's webinar is greater bank account using government reasons first resources. I know

-- I'm not a financial guru. I don't have 1 million retirement account yet. I probably never will. The government does have a lot of excellent resources for us as individuals and for those of us who work and got a and government documents a library.

Is concerned with what there is. >> Let's talk a little bit about what best practices are for delivering financial literacy to our public. I know that is public public library users and some of us are academic we have students who could use financial literacy information.

The best practices presented here are from the United States Department of treasury specifically from consumer financial protection board. The first one that I will present is identified by this -- and a study that it did. The other three were added based on various engagement and programming with stakeholders. Who were engaged in financial education.

Best practices for learning financial literacy are solved and getting it out to our users. First, know the individual and the family is that we are serving. It may be that if your public library you have users from every economic outlook possible and that you need to look reach

all valves. Academic all of those. Academic libraries will have -- very different from the needs of our students. Our first task is to know the people that we are going to be providing financial information to. Then we need to provide information that is actionable relevant and timely. Actionable is the idea that you are providing information that allows your users to take action. For instance, I want to buy a house. I don't really need to know a great deal of technical information. I do need to know what are the steps in finding a house that I can pay for and afford. Information that is relevant. Obviously in my case with students. Which way do is something is wrong with my rental space that I need to contact the landlord. Is it appropriate to take out a student loan? What happens if I cannot pay that back? That information needs to be relevant and obviously timely information that is 10 years old will not do any of our users much good. Information that we provide in terms of financial literacy. It should also be geared towards improving the key financial skills that our users need. >> For instance, if I'm a student, I probably don't know how to plan a budget for my family. I need to know how to plan a budget for me. Buying textbooks, pay my rent, and if I am a public library user and let's say I have my first job and I'm darting out. And I may have a child and I need relative information how I will

budget for my new young family and provide housing and how I will pay for groceries. We need to work on those financial skills that our users need for their own needs. Other best practices are built on motivation. If you have a group of users or if you find someone who ask questions, use their motivation to provide information. Consider providing programming.

I will talk about the resources that the consumer financial protection board provides for libraries. Provide information that makes it easy for your users. Make decisions and follow through on those choices. According to all the financial experts, we don't have enough standards for people in that education the profession. Whether you are in a financial business, library, there are not enough standards for saying this is what good financial education is. We can be involved in helping decide what those standards need to be.

>> Finally, if you offer information and programming in your library, don't just stop there tried to provide ongoing information and support for your users. And evaluate and have your users and groups that come to library

-- even consider doing logistics and doing research on your own of what kind of resources your -- in terms of resources so that you can evaluate the impact that you are having and financial literacy. Now let's talk about sources of information for financial literacy. I will focus on three today. The money.gov site

and the consumer financial protection Bureau. This slide contains a sampling and just a sampling of resources from the -- that all of us would have access to. When I did a search for financial literacy there were 788 resources that turned up. This is just a sample of the kinds of things that are here. There are hearings with congressional meetings that have to do with finances. Planning to become debt free. I like this one financial literacy for 15-year-olds. If you have users in a public library or even those in academic libraries they are not that far from having -- knowing what kind of financial literacy they have is a good place to start. Her older adult at my university there are quite a group of us who are nearing retirement age who need a different guidance. I urge you to take a look at the -- and see what resources are there. Check which ones you have in your library and the ones that most of them don't have. And have online accessibility. And here is my screenshot of the search that I did for personal finance and found 780 resources. Let's talk about and later we will -- I will go live and take a look at my money.gov. My money.gov is a site of the United States of treasury department. It is organized around the concept of my money and five principles that allow you to quickly identify resources and tools in those areas. There is information on the site for children, youth, teachers, and also for reach razors researchers. It gives you information on how to handle graduation, after the disaster, birth of children, etc. The five principles that my money.gov is based on apply to all of us no matter what part of our lives are that we are and whether we are beginning careers were ending careers. Or even somewhere in the middle. Whether we are having's children and now helping out with our grandchildren. These principles still apply. >> The first one is, earn. Make the most of what you earn by understanding what you are getting paid and what your benefits are. I think in the error of direct deposit and I think most of us get our paycheck stubs electronically is very easy to not be aware what is being taken out of my age paycheck for Social Security and what is my employer paying for and what part of the benefit that I'm I am paying for. Is one way to understand what exactly you are learning and what it is going into Social Security or retirement plan for your future. And what goes to the second point, save and invest. It is never too early and I might add it is never too late to start saving for future goals such as the house even if you were saving small amount. Protect. Learn how to accumulate emergency savings what -- I think in today's cyber world how to protect your bank account and your credit cards and all of your information from possibly being stolen and someone using your identity to ruin your financial well-being. Span. Obviously in order to live in life we all have to spend money. We have to eat and buy groceries we enjoy going to the movies. Be sure when you are spending especially with those big purchases by looking around and comparing prices and products. I am going to give a quick and personal and very recent example here. My husbands five-year-old laptop literally died in the middle of -- classes are starting in the middle of August and he is a professor. Though he does a lot of work with geographic information and therefore he needs a pretty good size amount of memory and specialized features on

his computer. When we went looking the prices on what he needed varied from a low of around \$1200 to over 3000 four four four more or less the same information. We bought something in the middle. It really does pay to look around and you make a big purchase at what you're buying and compare prices and products. And meet your needs for the least amount of money possible. The fifth principle of the five money principles is borrowing. Borrowing money is something at some point nearly all of us have to do whether it is for student loans were to buy a house whether it is because of the ceiling in your laundry room falls in the after hurricane. We all have to borrow money for major expenses. And we should be aware of what interest we are paying and how long we will be paying it. Not borrowing too much money so you don't get into trouble and are unable to pay for what you have. Those are the five principles on my money.gov. We will look at the site a little bit later.

And then we will see all the other really good features that that site has. Here is a screenshot of my money five M what the site looks like. My money.gov is one of those wonderful site that if you have Spanish speakers there is a little button in the corner that will change the language from English to Spanish or back to English. It is one of those sites that you can recommend to speakers of fannish Spanish.

>> Let's talk about the consumer financial protection Bureau. That protection Bureau is I think one of the best kept secrets because so many people don't know about them. They make sure that banks and lenders and financial companies are treating us fairly. Their address is consumer finance.gov and they do all kinds of amazing things to protect consumers from financial difficulty. There are a son number is here for the things they have done and these are recent. \$12 billion in relief for people who have been exposed to legal financial services. Listening to the -- listening to a 1.5 billion complaints. 91 percent of the people who make a complaint they to get a response from the company that they complained about. The consumer action protection Bureau is the government agency that does work really hard for those out in the public. Let's look at a couple of other things from the consumer financial protection Bureau. The first address here and as always for those of you out in my audience if you or when we put this PDF up, the links are not why. If you would like to have an actual copy of the PowerPoint so that the links are live and you can go to them from the PowerPoint, please send me an email and I will send you a copy of the PowerPoint that you can use or change or do whatever you need to do with for your users. The consumer financial protection Bureau works very actively. They work with all kinds of libraries. And they provide websites, worksheet guides information that the libraries can provide to their tumors. At the moment I am actually working with them

to bring two days of activities one day and -- to Puerto Rico where we are going to be or we will be inviting librarians and other public agencies to come to a one-day conference. The consumer financial protection Bureau will come and and make a presentation about their programs. And then we will have - - after they contact their partners, other government agencies, financial institutions in your area, and ask what topics you would like to have them talk about. There will be panel discussions on those topics. For us those will be identity theft and fraud. Both for students and senior citizens. We will also have them talk about financial planning for disasters. I think the thing -- everybody in Puerto Rico, it made our life uncomfortable and the after main aftermath of hurricane Maria. We need to buy water is and groceries and gasoline. None of us had an inkling of the financial problems of air conditioning units that died and appliances that would not come back on once we got electricity. They will also have a panel on financial disaster planning. They are very willing to work with libraries to come in and provide conferencing. The only thing they told us is you need a group of 50 people who will attend. Think about contacting then am working with some in your area. >> The second URL I have here, it is a fun thing. They provide all kinds of online and physical financial education that you can order for your library. This one I love financial education placemats. They are literally placemats size papers that are designed for

older adults and their families to avoid common financial scams. You can download them and print them or

order them and bulk up to 1000 copies at a time to distribute to your users. They also have multiple other resources available. They are for financial education and literacy. Here's a screenshot of their website. The -- doesn't just provide information in Spanish. It provides information and lots of other languages too. If you have users who speak other languages, you can usually find that information. This is a screenshot of the Spanish language page. In addition they provide -- I have pulled up the site -- because I have -- they also provide information and Cheney, Korean, Arabic, etc. They provide information on financial literacy in multiple languages.

>> This is a screenshot of ordering the financial education placemats. This is the age of library resources. I was unaware and I am pretty aware of disaster because of our hurricane impossible earthquakes and tsunamis. I'm pretty aware of this information. I did not know that there is a great deal of financial disaster preparation information. How you plan and prepare

for the financial aftermath of facing a disaster? Whether it is the earthquake or hurricane or tornado question mark the two URLs here. What in is at consumer -- and Kansas City federal bank and they provide a great number of resources. Including checklist to help you plan for how my going to deal with a natural disaster and what kind of insurance do I need and how I am going to find -- and what is aftermath of how I recover financially from a disaster? I include this because I was really unaware of how much this information existed. And until after hurricane Maria, unaware of how valuable it would be and how much financial impact there could be after a natural disaster that you don't even think about. >> Here is the federal reserve -- on disaster preparedness and recovery. Both of them are worth

taking a look at. Especially if you are in an area that is subject to natural disasters of any kind. It is useful information to add to the your knowledge of direct disaster information. These are a list of Pacific resources in Spanish. The first has to do with -- and subsidy areas that are available. The second has to do with student finance. The third has to do with house mortgages and buying house. In the final one has to do with buying and maintaining a car. If you have Spanish language users out there, there those are important areas of information for them to be aware of. I always like to throw in a few local or regional government state resources. Frequently they are useful resources. You can find them by using USA.gov and search in your state. I listed many that existed for financial literacy and education. One from the department of education in Virginia which has to do with financial standards with students in high school. Another one and Missouri. And then from the St. Louis Federal Reserve Bank, which help students with learning basic personal finance skills. There is only three of the many exist.

>> I am going to goal live. If anybody has questions or anything you would like me to particularly look for, type it into the chat box. I will share my desktop so we can look at these sites. Okay. My money.gov first. Is maintained by the Department of treasury. It has numerous amounts of information and most of them are based on the my money five. The earn, borrow, save, spend, and protect. That is my money five. When you go to my money five you can click on each of the principles, and get more information on what each principal involves. For instance, under earn. Understand your pay and learn about your paycheck. Learn about the taxes that are being withheld. Sign up for work place benefits. Do you want to know about borrowing you could go to Greenleaf and the principal of borrow pops up. Gives you some basic information on what you can to do. Plan if you need to borrow, learn about your credit and how to use it. Each area has --

figure out you're in no credit report and you can find out about credit and loans and a consumer's guide. So the site provides numerous amounts of information. There is a life event section of the site. That helps you with looking at financial guidance for different events that occur in our lives. And there is

a list of them here. A new child, higher education, life partners and getting married. Home ownership. Unplanned events that may happen in your life. Employment. Owning a business. Planning for retirement. Caring for the death of a family member. There is a lot of information here to handle those things in our life in terms of financial terms. This page has tools to use including calculators and budgeting worksheets and checklists to help manage your finances. I am going to click on the budgeting worksheet just to see some examples of what is there. So they have -- a sample of a budget worksheet and use this to see how much money you spend this month. That could be interesting. Like how many times you went to Starbucks or the local coffee shop. This is for looking how much you spent this month and using that information to help you begin to plan. So here's what your paycheck is and any other income that you may receive other than a paycheck. It is a very simple thing to help you plan your spending and your finances. Those are the kinds of things on this site. Does anyone have any questions about my money.gov site, if not, I will move on to the consumer financial protection Bureau. So we can take a look at their site.

>> The consumer protection Bureau does lots of things. They have tools for consumers on all kinds of money contacts from opening a bank account program dealing with fraud to payday loans and to buying a house and paying for college and planning for retirement. They offer data and research so they have researched reports and they have a database of complaints about different companies or products they have a database about mortgages. So they actually have actual data your for researchers. Anybody can take a look at this to see what is they are. They have information on policy and compliance. But -- they offer for a variety of educational experiences including financial adult education. Information for consumers who are economic way vulnerable. Information for older adults. Information for students. And -- there are programs that they have. Financial coaching, financial well-being, and resources for those people who prepare taxes and work in that area. Resources for individuals. Is your money or your goals? Probably for most of us resources are libraries.

>> What they have is information on how they help libraries provide financial information and education. There is a section on here and how they can help you. You can sign up for information on their webinars. I urge you to do so because they put a very interesting information. I urge you to call them and if you are interested in working with them -- they can do that. There are publications. They have free publications that you can order and provides here consumers and users of the library. They have online financial education tools including websites and videos and courses. They have program ideas that you can use in your library. They have training webinars for library specifically designed for library so we can help our users with this information. They have outreach materials. And they will work with you and partnership to provide conferences and programming to your users. It is for this particular page is very useful for those of us in the library.

Anyone have any questions at the moment? If not, I will do view materials to use in the library just to give you an idea of what is available.

>> These are all a list. They have bookmarks. Living paycheck to paycheck and answers on your money questions and how much you spend in a week. All of these you can order them or print it to distribute or you can download them and make them available electronically or print them yourself. They have displays that you can put your library to promote their services. Screensavers. Numerous materials that you can use from their website for library. Library and training. There is a training session here for just librarians. It explains the community education program with librarians. Promoting financial education programs. Later in life -- sounds much better than ancient citizen. Setting money goals. That and credit. There are all kinds of training resources hear from other organizations. Please I urge you to take a look at their materials and share them with your users. Contact them and see what kind of programming you

can work on with him. Them. Just to see what is available. I am going to stop sharing and go back to the PowerPoint. With that, I'm going to my last slide. Thank you for being present and participating today. And if you have got questions or if you have any comments or questions, put them in the chat box and I will be happy to answer or find someone to answer if I cannot answer it.

>> Thank you, Jane. Yes, everybody just put any questions that you may have in the chat box. We will give you a couple minutes to think about it. I have a question what specific education materials which you recommend for students? I would say go to money.gov and the consumer financial protection Bureau also the Department of education website. They provide valuable information on Pell grants and student loans for students. And even their parents. One of the things that the consumer protection Bureau suggests and I will talk to some financial aid people is that as a library you work with your financial aid people in getting out accurate information to your students about student loan programs and what is going to be involved and having to pay it back. That would be my advice. My email address is on the front or the first page. I'm going to -- I see -- okay. PDF and the recording will be available probably tomorrow on -- Academy. I will type in my email address and if anyone would like a copy of the actual PowerPoint send me an email and I will happily send the PowerPoint.

>> Okay if you are looking specifically specifically for Social Security payments and benefits, this essay.gov. They have excellent information and and lots of different languages. They are usually your local Social Security office. They can provide a wealth of information about your local area and state. Thank you Laura for putting in Social Security. Holly, are you talking about -- made a question from Karen who was asking about the GPO online resources what looks like a pearl? I think that might have been from your slide on GPC? That should work to get you there. The CGP does not require a login that I know of. If it doesn't, go to see GP.gov. Or it is also accessible to the pathology P website. -- That would do it.

The search that gave me those results was for using that key terms personal finance. Okay. It is the parole for becoming debt free. If that turns out to pre-broken -- what you would do is write and to ask them or let them know it is broken. They worked when I put this together. They should work it is fairly rare that they don't. I think Rebecca has found the issue. And might have been a typo. In which case, it could've been my typo or -- can't find Jane's email. I will put it in again.

>> Okay. We have Jane's email out there appeared to be have any other questions? While you are thinking about any last questions Corey will set out a link for the satisfaction of the webinar. Is very helpful for you to take the survey. And we still have some time for any last questions. We have a six -- I would think -- I would think that the federal trade in particular the Trade Commission would be useful if you have an issue with the company or product they also have a complaint form that you can fill in. Okay. It looks like that might have been the end of the question. We want to say a big thank you from Jean. She is a wonderful presenter. We will -- we hope that you check out some of her other webinars. We hope you will join us for future webinars. Corey just put in the link for our web and air webinar pass archives. Thank you everybody. I believe I will put in a plug. Tomorrow Jamie Hayes is doing one on accessing digital resources. I think you are right. Let me see if I can get a quick confirmation of that. Yet. Providing access to digital documents that is to a clock p.m. that is choose Jack -- 2 p.m. EST.

>> Thanks again, Jane. That is different today. We hope to see everybody back again soon. You are welcome.

>> [Event concluded]