

## Summary of December 1, 2022 Webinar: Launch of Prototype Learn & Work Ecosystem Library

<p>Holly Zanville</p>	<p>Welcomed audience of nearly 100 to the launch of the prototype Learn &amp; Work Ecosystem Library on December 1, 2022; and introduced Liz Willen to reflect on the communications challenges facing the learn-and-work ecosystem.</p>
<p>Liz Willen, editor-in-chief, Hechinger Report</p>	<p>I'm a fan and consumer of any discussion that make these issues more clear, relevant and accessible— and that steers us away from the complicated language that often tangles us up when we're talking about education issues. Thank you to those who are helping to understand the intersection of workforce and education, and helping to provide better information about the ecosystem.</p> <p>I've been overwhelmed in my years at the Hechinger Report about the challenges of writing about this— these different workforce issues are not really covered by the media very deeply. It is kind of no one's beat, how the higher education workforce is changing. The needs of the workforce are an important part of the journalist's job. This is why I welcome being part of the discussion about this first ever, open-use Wiki Learn &amp; Work Ecosystem Library.</p> <p>This is a world a lot of journalists don't understand, possibly because we don't know where the information is coming from and journalists are inundated with information. At the same time, many employers are in desperate need to find skilled workers. It appears that there's a scattering of programs from community colleges to employer training programs to non-profit schools, to for-profit schools offering a range of skills and credentials. But It's hard to get all of this information in one place. That's why we're appreciating the idea of a streamlined, one-stop gathering place— the new Library—to help everyone understand the different needs and trends. This is especially timely since we don't know what's going to be happening with Twitter.</p> <p>I've been playing around with this library all morning and already see how valuable it is. It's created with 4 main sections you're going to hear about. You can put in what kind of a stakeholder you are and the library will suggest information you may be most interested in.</p> <p>In preparing for today, Holly shared a cartoon drawing developed to try and explain the purpose of the library. The cartoon shows a person standing in the middle of an innovation garden where many flowers are growing. The flower's names include <i>ETPLs</i>, <i>microcredentials</i>, <i>non-credit bridges</i>, <i>blockchain</i>, <i>AI resume screener</i>, <i>competency frameworks</i>, <i>digital badges</i>, <i>short-term Pell</i>, <i>skill-based hiring</i>, <i>embedded certifications</i>, <i>platforms</i>. The person in the next frame asks where she can learn about these innovations and trends in the garden? And of course, the cartoon suggests the Learn &amp; Work Ecosystem Library.</p> <p>I'm fine with that because we want definitions for all these things. And often I say to someone when I'm editing opinion pieces, to say it conversationally, tell it to me as if we were talking over a beer or a cup of coffee and speak plainly, which truthfully means I would not be bringing up words like <i>stackable credentials</i> or <i>competency frameworks</i> in a discussion. But it also means that there's a place to go when someone throws around terms like <i>digital interoperability</i> or <i>Cedefop microcredentials</i> — and where I can see that defined.</p> <p>I'm going to urge all of you to take a look at the library and use this opportunity to push for clarity in all of these discussions about improving the workforce. Because if we don't know how to talk about it plainly and clearly, and we don't have the language and the resources for it, those working to improve education won't be able to do the job as well as I know you all want to.</p>
<p>Zanville</p>	<p>Our learn-and-work ecosystem, the formal and informal learning and work system—and everything in between that supports the ecosystem—has been rapidly changing. We</p>

	wish we would be better connected, wish for a system we could easily explain to learners navigate our complex system. The vision of the library is to help with better information. We're pleased to show you what we've built and see what you think. Here is a brief video to show you the library's features: <a href="#">Learn &amp; Work Ecosystem Library</a>
Willen	That helps explain it—now let's turn to our Reaction Panel who had a chance to see the library over the past few days. I'm going to be asking two questions: First, where are your main sources of information coming from now? Are they adequate? And second, do you think this library would help you and your audiences with their information needs? And tell us a little bit more about in what ways.
Sean Gallagher, Executive Director, Center for the Future of Higher Education & Talent Strategy, Northeastern University	<p>I find this very exciting. It's important to note this is a wiki model and a community-based effort. The video ends with 'we need you' and the opportunity to keep this up to date and have a central resource for all kinds of groups. Often being a researcher at Northeastern University, I plan the research space, but a lot of my work is with and for practitioners. If you're a dean, program director, instructional designer, faculty member, employer or someone else who's interested in these topics, there's a place we can now go.</p> <p>Also, as someone who publishes research along with many of my colleagues here, the idea that there's something permanent where this information can live and you can go and have something that's curated, will be very valuable. Because if you take just about any use case, whether it's finding some best practice, consuming the latest research, or looking at policy developments, there are probably 10 or 20 things we could name. Whatever audience you represent, it's like you have to do custom research. Hopefully this will help accelerate that process.</p>
Paul Fain, journalist & analyst, Open Campus	<p>As a journalist, these issues aren't covered very much. And for me, it's hard to access the information I need to do what I do. Frankly, I mostly use a form of snowball research—hear from sources, ask about other sources, go from there. It's very informal. Oftentimes, the best pieces I've written have come from somebody just reaching out to me on LinkedIn. It's been stunning to me that some of these players I've never heard about, can't really find much on the internet about, are some of the ones that actually have scale in this space. I'll give you an example. I write a lot about skills training boot camps, and until I talked with Dr. Angela Jackson, an impact investor who's an expert in this space, I had never heard of Bitwise Industries, which serves 10,000 students in a bunch of cities and is a fascinating model. A lot of these important players are falling through the cracks.</p> <p>Another thing I like about the library is its neutrality. This isn't going to be an advocacy piece where people sell their products. There's nothing wrong with that but I love this curation model to get the most accurate portrayal of what's happening.</p> <p>The last thing I'll say is I love the connections piece. This network, this ecosystem, is very complex. Even as a journalist who is very much a layperson, I get asked a lot for references to other folks in the space, because I think it's moving so fast. Journalists have a valuable role right now because research and experts haven't caught up to what's happening. I really hope that this library helps on that front.</p>
Edward Leach, Executive Director, National Institute for Staff & Organizational Development	<p>As far as where I get my information, we're fortunate to have a number of member colleges in NISOD that routinely write articles for our publications and present at our conferences. That's one source—our colleges who in one way or another are in this space trying to help their students become ready for employment quicker and at a lower cost. Newsletters are also a great source of information. <i>The Evollution</i> does great as does <i>Inside Higher Ed</i> covering some of these topics.</p> <p>As I was looking through the library, I saw that Unmudl is included as an initiative and other projects NISOD has been invited to participate in. We're thrilled to be a part of those different initiatives and hopefully can play a part in getting the word out about the library, because in order for it to be successful, as the video said, the effort's going to have to get the word out to as many players as possible that this is available and get them to collaborate in this space. We'd love to be a part of the dissemination.</p>
Janet Salm, Managing Director of Research, Strada Education Network	I work with Strada where we're trying to enable the building of a fairer learn-and-work ecosystem that better connects people with the education and training they need to get the jobs they want. I am often wearing a researcher hat, so the library will be very helpful in the research world. As a funder, this would also be an important piece of infrastructure.

	<p>I also love that it's collecting the things that have come before where we can all be smarter together around those things. For funders specifically, this will be very helpful for thinking about how to know which are the good organizations working on this, which are some new organizations working on these issues.</p> <p>It is also an issue of transparency—so younger researchers or people new to the field of funding or strategic investing/venture investing can quickly see what it often takes somebody who's been in the field for a long time to see those connections. And if somebody is a new innovator in the space too, they can quickly come up to speed on what's happened before and maybe learn from the best practices.</p> <p>Like Sean, I would also emphasize that it's only as good as the community that comes in and works on it.</p>
<p>Julie Uranis, Vice President, Online &amp; Strategic Initiatives, UPCEA (University Professional &amp; Continuing Education Association)</p>	<p>To answer your question about the main sources of information, we're lucky within our association to have Ray Schroeder to curate a credential blog for us where he cites so many of the things that Paul Fain reports on and curates that information for us and our members. That's a really good resource for us. Like Edward, I have my reading list every morning of the <i>Chronicle of Higher Education</i> and so many different newsletters.</p> <p>What's key to that work and actually having all of that reading and opportunity to engage at your fingertips is, the onus is on us as professionals to try and organize that information in a way that we can return to it when we need it.</p> <p>Some of us are trying to curate huge Zotero libraries. The challenge often is, we are then forced to curate and read through everything on our own when we may not know the most about those topics to know really how do we situate that and how do we put that all within context? That's what is really great about this library—having that opportunity around curation.</p> <p>Sean, your points about curation and thinking through—what's an opinion piece, what's empirical research and how do I use that, how can I share that broadly with my communities—is so important, to have a place where I can say, 'go here, it's open access, it's not hidden behind a publisher paywall or anything like that.' This gives us an opportunity to disseminate information in ways that may privilege different institutions, different organizations, simply because they have the funds to be able to afford all those various databases. This democratizes the work being done and allows us to disseminate it in new ways.</p>
<p>Kenyatta Lovett, Managing Director of Higher Education, Educate Texas</p>	<p>I agree with all the panelists and the great value that this resource will bring. I'm looking at it more from the lens of working with communities, regions, and states and then understand that this is an ecosystem and continuum that involves multiple different aspects, whether K-12, higher education, or workforce development. I typically have been pulling from different disciplines, whether it's economics, public administration, or social sciences, but it's all in my brain. I try my best to disseminate that to stakeholders and leaders in a way they can understand. But now there's a resource where everyone can see where they fit in this continuum, this credential or career conversation that we're having, which is good for anyone onboarding.</p> <p>It's also good for helping people understand that their work is connected to a larger conversation, but fits nicely within this wiki being built. I don't know that I have much to add about keeping it going— I'm just glad for those who are contributing to keep doing so. I'll try to do my best.</p> <p>But more importantly, whether it's onboarding board members or bringing in employers to understand it in a succinct way, this is helping to break down the silos that have been longstanding in the work where people think that their part of the work has nothing connected to something else. And you can clearly see it here that this is part of a much larger ecosystem that's necessary when we talk about economic mobility.</p>
<p>Willen</p>	<p>It is so rare to be moderating a panel where everyone agrees and there seems to be enormous enthusiasm for this project. I've heard very few critiques but I'm interested if anybody has them, because I think that the groups here really want this to be better and as useful as possible. Feedback like that is going to also be important and appreciated down the line. But I know there's enormous enthusiasm just for having it all in one place.</p>
<p>William D. Turner, Chief Program Delivery Office,</p>	<p>The Markle Foundation is a private foundation that focuses on initiatives. One of the initiatives we started with about 5 years ago was Skillful, which is part of this library as well. But we've gone bigger— we have launched the Rework America Alliance. In that alliance, it's all about bringing like-minded folks together to work on the issue around</p>

<p>Markle Foundation</p>	<p>skills-based practices, skills-based hiring, training, etc. So that alliance is very similar to what you're creating with this library.</p> <p>One of the other things we do as we look for places to find information, we try to find the barriers keeping certain people out of certain jobs, whether it's education, employers who don't understand how to hire based on skills, or career navigators.</p> <p>We use a lot of our current alliance partners such as McKenzie, the Atlanta Fed, getting their information. Strada has been a great help as well and we read their reports, but it's about finding out what's out there. Then we have to try to translate that into a way we can share with other people. This library is a way we can direct people, whether an employer that doesn't understand skills-based practices or the research behind it, send them to this, or a career navigator, be able to send them to the wiki and have them look at the resources and tools provided. Looking at what you've created so far is huge because of the number of researchers and folks that are working in this space that are out there, bringing them together.</p> <p>What I really like about it as well is the librarian piece—somebody managing it and making sure of the accuracy and ability for me as a consumer to go in and provide edits or suggestions as well. That's different. I haven't seen it in other places where you have somebody managing it. That's usually the part that's the hardest—it gets there and it becomes stagnant and you're not updating it. If it's obsolete information, people don't want to use it. I really like where this is headed. I'm looking forward to a way we as an alliance can share it within our networks and share it with the folks, employers, and career navigators we work with to help them help their folks get on that career pathway, whether it's with a credential, associate's degree, bachelor's degree, whatever it is—to help them move down that path. Now we have another source to share with those folks.</p>
<p>David Leaser, Senior Program Executive, Innovation/Growth Strategies, IBM</p>	<p>I get my information from a lot of sources, but mainly through Google searches, through industry relationships, LinkedIn, and also at IBM we have a really good library of analyst groups, so I rely on a lot of that.</p> <p>When I was developing the IBM Digital Badge program, none of that helped me at all because we were early to the game on it. And in order to create a program like the Digital Badge program, you have to develop and sell it. There was no roadmap on how to develop it, so we had to learn that. This library provides that, those best practices for developing it.</p> <p>I think also the selling is always underestimated, how important it is to sell a program. I know, again, from personal experience, I had to sell very hard to get this paradigm shift in place. I had to sell the emotional side of it. 'This is going to help people and these are the stories that will show you what it's going to do'. And then I had to sell the rational side of it. 'This is the business benefit it's going to have.' I think this library is going to help accelerate the adoption of a lot of these different ideas, but it's going to help people sell them as well.</p>
<p>Willen</p>	<p>That's fantastic hearing the first round. I have another question—think about this wiki library you've been introduced to. Do you think a community engaged wiki can take hold in the ecosystem we all share? What are the biggest challenges ahead you all see, beyond what you all talked about, which is everybody using it and updating it?</p>
<p>Gallagher</p>	<p>I don't have a tremendous amount of experience in wiki models but it strikes me that students, graduate students, other students, if you think about a whole host of players and individuals that might be interested in this and might be in a place in their career or their studies, including researchers and professionals where they're trying to build their knowledge, they can contribute to that. That's my sense of how sites like Wikipedia work, where it's people that are interested and invested in that topic and maybe as they do their own research or reflect on their own interests, they can become a contributor. I'll defer to others on some of the lessons with those types of models in this sector.</p>
<p>Fain</p>	<p>Broad participation is going to be key to making this work and that's tricky. I really want to echo what Dr. Lovett said. The ability to be regionally focused is huge. I'm in Washington so we know how that goes. Not all things actually really do center on Washington and D.C.'s perspective on things. That's important particularly in this work. But it can cut both ways. Are all the silos here really going to participate? I feel like having come from a higher ed journalism background to this, these worlds don't talk together very well. You're really going to need big and small business participation to make this interesting and that's going to be tough. And then the last piece is these</p>

	issues are so overwhelming, so complex, the scale, getting your arms around this is going to be really hard, but I really like the start you all have taken here.
Willen	That's part of our job, Paul, to take these complex issues and help people understand them more. But I'm hoping this is something you all will hear and appreciate as well, because there are terms here that are confounding and that people have never heard before. I just love that we can find them in one place now.
Leach	<p>It's been said several times, but I think worth repeating, the number of people, the number of entities, the more participation you can get in this effort, the stronger and better it's going to be. By having a bunch of people participating though, there's also the risk of things becoming disjointed. If the administrator isn't doing a great job of keeping things organized and some sense of organization to all the information that could be coming in from a variety of different sources, it could become unwieldy to try to find information. While it's a great advantage to have a lot of input, it could also be a disadvantage at the same time.</p> <p>As far as getting the word out, NISOD has a variety of different strategies available for that through our conferences, webinars, publications, and so forth. I strongly encourage you to use us as a vehicle to help get the word out, not only to our member colleges, but beyond that population as well.</p>
Salm	<p>One of the challenges around getting people to participate will be trust. You need to be able to trust this is a place where you want your stuff to live. An example is when you look at the site over on Alliances, which pops up a bunch of different places. One of those projects that probably would have sunsetted and gone away without the library coming into being and pulling it back. In 2021, Strada, Markle with Skillful, the U.S. Chamber of Commerce, Western Governors University, Brighthouse, and JFF came together to try to do something very like this, where we said we want to map the ecosystem and figure out who the actors are, how they relate, how intermediaries relate to one another, which organizations are part of which initiatives, and what would make that easier? We started out with a project that now luckily has found a home here of trying to know who those were. We started a very basic outreach to all of the people that we knew to try to map it—do a prototype. And that's what you'll find from that database is now living in the library. But now we need more people to go, 'well, if they're in there, why am I not in there? We want to be a part of this too'.</p> <p>I think it's about trust, it's about that maintenance, and then as people use it, hopefully it'll keep growing. I want to bring everybody's attention to that – if you don't see your organization in there, please reach out and build it up.</p>
Uranis	<p>We do have an issue in the conditions that exist around the research in these areas. For instance, UPCEA members are typically 4-year institutions. They're practitioners building credentials, non-degree credentials. And those folks are working day-to-day trying to create programs that resonate with regional workforces and employers. They don't necessarily have time to produce the research that we're all searching for. These conditions are a little challenging for the practitioners, partly because we're not faculty, we're administrators often at 4-year institutions. We don't have tenure and promotion requirements where a lot of that research is sought after and accounted for in those activities.</p> <p>To echo Edward's point, intermediary organizations like us can really do a good job helping disseminate this information. We can hold the library up as an example, as a place where you can contribute with your organization, with the work that you're doing and your projects so that folks start seeing—as Janet was alluding to. We want to have our projects noted / be part of this larger conversation. There is a really good opportunity here to address some of the fundamental issues around the production of research and doing more to support that effort.</p>
Lovett	You've got to find energy in both the contributions and the applications. I'm probably more focused on the application of it. Holly, I don't know if you've realized this or not, but I think you set the stage for creating a new academic discipline, being a faculty member and a researcher. I'm serious in that—when we think about new terms that probably are not going to go away, but you wouldn't know where to find it at a college like <i>economic mobility</i> or <i>social capital</i> or <i>braided funding</i> . We need to think about how it can be applied to provide professionals with new skills. How can I create a certificate from this for some of my staff members I'm bringing on? How do I train board members to being

	<p>more steeped in this? This is not just about being a non-profit, it's about making sure communities are thriving and this is a way you can refine that content in a way that they can fully understand.</p> <p>The other thing is an application. I'm thinking about leadership development programs and as they're going across and looking at different locations, sometimes when they take experiential tours, how can we use this wiki as a way they can refer to it to get information back and understand really what their role is in it?</p> <p>The last thing I'd say is for policy levers out there. This hopefully will help change some of the language and policy so it's not so siloed and segmented, but really gets at the heart of the outcomes we want to see across the nation.</p> <p>I don't know if you realize what you created in terms of how it's going to change a lot of different things but from my perspective on the application side, that's where I'd love to drive it home—making good use of the great information already in the system.</p>
Turner	<p>Thumbs up to what everybody said. I want to highlight more the local, regional aspect. So if I'm in a particular location where I have a community college that's doing X amount of work on credentials, maybe I don't need to see if I'm in Indiana, Colorado or Texas? If there's a way to localize this information so folks in that area find information more easily, that would be helpful. This is important to trust—information is beneficial to me in the place that I'm in.</p> <p>One of the challenges I mentioned earlier and somebody else just mentioned is having somebody trying to maintain all this. Because this is huge, that's also a challenge because if you don't maintain it, you're going to lose folks and that trust goes away. Folks will say, 'I'm not going to put my information in there. It gets outdated, they don't change it.' So as I'm talking about this, I'm saying it's a great tool but the key is to make sure we can maintain it over time and make it as locally accessible as possible.</p> <p>One of the things I would also bring up is, how do people navigate and get into it? Yes, we can market it, get it out to folks, but if I'm an employer, would I know this is out there? How do I get people to make it something that's part of a tool? And then do I connect to other things that are happening in the area? I'm going to use an example here in Indiana to illustrate that. The Indiana Chamber of Commerce built a platform, <i>Talent Resource Navigator</i>, for employers to look for all the employer-related tools and resources in Indiana. This would also provide a connection to that platform that would then expand what the <i>Talent Resource Navigator</i> has, but would they know that or how would we be able to connect them to it? I'm not saying it's detrimental to how this might work, I'm just saying to make sure that we're thinking about that as you go forward.</p>
Leaser	<p>I agree with what everybody has said but would think about 3 different things in looking at the library up front. First, it has to be faster; be more trusted, more engaging, and more relevant than the alternatives. Otherwise people won't unhook from what they're doing before. It also needs to be tied to very strong persona work and use cases. There needs to be a section on hiring or skills development or retention. It needs to be really broken down because people just don't have time to sort through. I know there are some filters on there, but I think that really leads to the big thing the library's going to need going forward—a solid searching and filtering engine on it. Need to add filtering at the search. When I go and I search for something, I want to know, is it a blog? Is it analyst research? Is it news? Is it a white paper? When was it issued? I'd like to see an abstract on each one of those pieces. That means every piece of data is going to have to be meta-tagged and have an abstract associated with it. That way I can filter down very quickly to say I want to see only those things that have this particular topic that are related to the things that I care about. I think that'll be the way that it gets used. Otherwise, there's just so much information and people are overloaded and they just don't have more than 5 minutes.</p>
Willen	<p>You're making a great point, but something that has also occurred to me that I'd love a few of you to take a stab at as somebody who's recently gone through the college admissions process and came out the other side, there seems like a ton of information for people who want to send their kids to 4-year traditional schools out there. But for students who might be older or looking to access information about workforce programs, credentials, community colleges, etc., and that have alignment or pathways to jobs, there's very few places. It's not taught, not something you generally get in US high schools, not something you really know about as a resource place. Does anyone feel</p>

	like this library could be of great use to guidance counselors, schools, teachers, students, parents? Curious if anyone feels that that's a good role for it and what it would need to make that happen otherwise?
Lovett	I'll lean on David's great point. I don't know if you could do it with the wiki, but I think it's having all this information aggregated in one source. If there is an ability to build curriculum and package it somewhere that's connected to this source, maybe you'd have a way you could create regional solutions, statewide solutions, and national solutions from the information. Whether it's the personas we want to work on or work with to improve economic mobility, but also for those who are in the economic mobility game, whether they know it or not, packaging that information can help them quickly pull it all in one source and hopefully empower their work.
Fain	I think you're 100% right. There's almost nothing like that. There's a desperate need for well-described ways of conveying what these pathways are and what they lead to. It doesn't exist. Maybe that could be a subset of this work, I don't know but I know we need it. Various sized companies may want to create a training program, may want to do or find out what they could create. When I was in that role before all this happened, I didn't know where to go. And if I had a place I could go to find out some of this information, to find out the research without having to go to multiple sites and try to pull it all together, it would've made my job much easier. If we can get it to where we can get it in employer's hands, but show the ROI to them, the development leaders, whoever's leading that particular work, it's another benefit of the work you've pulled together so far.
Willen	Something to think about going forward is to identify who else might use this? I was also thinking about employers. Thoughts on employer's use of these resources when they're trying to hire or trying to understand the various pathways?
Gallagher	I can jump in since that's where a lot of our work focuses. It certainly depends on your role with an employer. Often we think about the transition from postsecondary education but then you have the learning, development, and training that's led by chief learning officers and training managers. Holly and I have done some work on this together—employers who are engaging in their own credential programs and digital badging efforts. They need a resource to go to, that again curates relevant information. I can imagine many people at employers, depending on where they sit, who could benefit from a lot of this just as much frankly as the academic users.
Leaser	I agree with Sean. I think that it's what's the job to be done? Start there. You're not going to start with badges. You're going to start with hiring, you're going to start with retention, you're going to start with engagement, upscaling, whatever it is and then you're going to get down to the tactical plan to do it. So you really have to start with those use cases.
Uranis	I agree. It's a challenging space —to try and broaden the appeal of a library to so many different possible users, you really need to be careful that you don't lose sight. As David said, to have that end goal, to know who probably would value it the most and who would use it the most — it's a cautionary tale of not trying to create something that's all things to all people really.
Turner	Before I took on the role with Markle Foundation, I was director of education development for a large global manufacturer. And to Sean's point, we were a large company but I can imagine small- and medium-sized companies needing access to this type of information just as much.
Willen	One of the panelists brought up something important that we've been writing about a lot—the early childhood workforce. The childcare system in the US is at a crisis level and there's a desperate need for more workers. Somebody wanted to know if it could have information about both the early childhood workforce and family services, human services, workforce areas where there's such an enormous need. Thoughts?
Salm	It's something to consider. Originally I was like, bring it on. There's no reason why not. When you have a structure of data you could plug it in and we all know that it's part of it. Then immediately I started arguing with myself because it's a broader question. With the use cases, for whom is this meant to be useful? Are we diluting efforts if we expand it that far? But at the same time, if there is a community of researchers looking at that, a community of funders, actors, intermediaries and people trying to think of this as a lifelong path. Anybody want to join in the argument in my head?

Lovett	That point, Janet, goes back to David's point about the meta tags and search functions. So yes, you could contain it well as long as it's organized in a way that it connects to some of the overarching pillars of this tool.
Fain	On the early childhood care piece, obviously helping roles like that where you're not being paid a living wage, it's such a terrible crisis that I think people throw up their hands and ignore it. Yet there are little signs of work that might make a dent. In Illinois, they're trying to do stackable credentials for early childhood educators. And for me, on an issue like that, it would be really helpful to see something that isn't hopeless, where there's something to build on.
Willen	We are also looking for solutions constantly in our journalism.
Leach	A lot of our community and technical college members have those types of programs and they could be a great source for information. Some are more successful than others, but there are some great models out there for consideration.
Willen	We have a question in the chat that many challenges the US is facing are also common internationally. Some of the lessons we're talking about here and the resources are probably applicable to what's happening internationally. Holly or others, thoughts?
Zanville	One of the advantages of doing this work is being able to sit in with various groups comprised of international folks. There has been a lot of development of policy, especially in nations where developments are nationalized where that is not possible in the US. It's interesting to see especially the development of microcredentialing. We have a lot to learn from other nations. I think many are farther ahead than the US. One of the 12 building blocks in the library is "International" to have a place where we can describe these policies, initiatives, and alliances outside the US. This will be of interest to researchers and those I call the "highway builders"—trying to improve our system—to have access to more complete information. We need to do more to share information globally. Many of the companies are global. We need to think globally.
Leaser	One of my early career roles at IBM was to develop IBM's first cloud-based embedded learning solution. It was US-centric when I started developing it. Then I went around the globe and started asking people what they thought of it. I went to Singapore, India, different places in Europe. Singapore was where the ideas came from for the solution. It was completely, radically different than the US, where everything but the kitchen sink was in this thing. We learned from Singapore to pare it down to X, we need X number of languages, etc. Getting that regional perspective and cross-pollination you get from ideas from people in different industries and different parts of the world is tremendous.
Willen	There are also a lot of questions in the Chat about how much digital credentialing will be a part of all of this. And there have been a lot of good points about how will we find out when the wiki is updated? Is there going to be a way of learning or being able to log on and know that there's a new entry added? Is that on the to-do list or is there an actual answer to that one yet?
Zanville	The reality is, we're building the plane as we're flying it. We're going to have to bring in folks to consult with about how best to continue to shape this. One of you already said 'we can't do everything' but we can do better than what we have. The purpose of the prototype is to share the vision with real content so everyone can see what it looks like. And yes, digital credentialing, microcredentialing, incremental credentials are a huge topic that everyone's dealing with and that's a big global concern. You'll see that a lot of the initiatives we're highlighting are dealing with microcredential developments, degree pathways, and bridges from non-credit to credit—all related to digital credentialing and badging, and there are definitions for many terms which we think is important. To the question about how we can let folks know about new content: we don't know how to do that yet. We're hoping you'll come to the library on a regular basis and see that it is being continually updated. And we will be putting out information about changes on social media and we're open to ideas about getting the word out.
Willen	The library's going to have features that will help us collect like terms or different ways of curating it all together. I'm also hoping there'll be some translations available so those writing and talking about it can make it really clear, because these could help improve education and options for students and employers. This has been a great early look at it. Holly, are there next steps you want to finish with before we wrap up?
Zanville	I would like to share what is coming next:

	<p>We're going to post today's discussion on YouTube and will let you all know where to find the link if you want to share it with colleagues, which we hope you will do.</p> <p>We'll send a reaction form in January to ask for feedback and would love to hear from you via emails or calls after you've had a chance to check out the library. Remember, this is a prototype and we're going to look at feedback to improve it.</p> <p>In 2023, we plan to hire a librarian to take over curation. One of our critics as we were developing the library said, 'if this is going to turn into an internet search where everything pops up, this will not be a useful site.' There will be some rules of the game. Not everything is going to be able to be at the library. If something is old (especially initiatives), we're going to move it into the archive. The information should be manageable and current. Librarians are experts at this so we'll welcome that role.</p> <p>We'll start adding more content right away, and welcome suggestions for more topics. And if you think we need corrections, of course, please fill in one of the forms we are providing at the library.</p> <p>We're going to be talking about the library at upcoming conferences. If you'd like to inform your networks about this resource, let us know—we'd welcome the opportunity to work with you to get the word out.</p> <p>We'll also be looking for partners and sponsors —there's a section in 'About' on this effort. We'll be in touch to follow up on this and welcome your contacting us about interests you may have as well.</p> <p>The last thing I want to do, which should never be last on the list, is a huge thank you to the many folks who have been helping with advice and counsel along the way to this prototype, especially the members of our Library Advisory Board who reminded us at the beginning: 'If you're building a static website, don't waste your time. It's a wiki or nothing.' We heard that over and over and our motto is, 'it's a wiki or nothing.'</p> <p>Thank you to the folks who provided content for the prototype, the writers and the researchers, many who are here today.</p> <p>Thanks to our amazing copy editor.</p> <p>Thank you to Lucia Weathers of Weathersstrategy Group who co-leads this effort with me.</p> <p>Thank you to the website developer, CURE.</p> <p>Thank you to the Credential As You Go team.</p> <p>Thank you to this amazing panel today, and Liz Willen—such incredible insights.</p> <p>And thank you to everyone joining via Zoom, including many wonderful colleagues outside the US. We're so glad you could join us.</p> <p>So unless there are any final questions, Liz, I think we should sign off early and give everybody back a little time in their day.</p>
Willen	<p>Thanks, Holly. "It's a wiki or nothing," as you said. I'm going to urge everyone to spend some time at the library. It's really terrific. There are so many things that lead to other things. It's intuitive. There are sections for journalists, for researchers, and many other groups. I've already sent it to all of my staff and we're really glad to see this in one place and know that it's going to be updated. Thank you for all the work on this and for allowing me to be part of your discussion everyone, and have a great holidays!.</p>

### Chat Room Comments / Q&A

<p><b>Taylor Kendal:</b> Excited to see this resource come to life. Congrats all 😊</p>
<p><b>Jo Blondin:</b> This is very exciting and next level. Much-needed!</p>
<p><b>Rupert Ward:</b> Very impressive work, well done all involved. There's lots going on out there.</p>
<p><b>Colin Reynolds:</b> Sharing this across the networks. Incredibly useful reference on so many levels! Lots of skills on display here 🤖</p>
<p><b>Alissa Simon:</b> It is amazing to see the library in its final form and I am excited to see how it will equalize access to knowledge on credentials going forward!</p>
<p><b>Mark Leuba:</b> Congratulations, Holly, Nan and team on the launch of the Learn &amp; Work Ecosystem Library! 1EdTech is proud to contribute to the knowledge base and help advance learner-worker mobility.</p>

<b>Eshwar Eswaran:</b> Kudos to folks for bringing this to life! This is pretty cool and informative. I am hoping the library turns into a robust living, breathing, and growing repository.
<b>Kevin Stump:</b> Yes, Janet! The question of how intermediaries relate to one another is critical. Too often are they competing against each other for funding, partnerships, thought leadership, etc., which ultimately leaves us on the frontline (community college) scrambling to figure out what resources are available, what approach will work best, what partners to prioritize, and more.
<b>Luke Dowden:</b> Excited to hear that the mapping of connections found a home Janet as that work is so important to practitioners to connect with other innovators.
<b>Kristin Wolff:</b> You could ask major grantors (like Strada) to build program documents/contributions/submissions into their grant funding requirements—or even build eval/crowd sharing centered TA activities into project designs & budgets. Make it the platform for sharing information on and then create a share approach to QA.
<b>Janet Salm:</b> @Kristin Wolff - fantastic idea. I will take that forward! It's one way to fund open research / publishing.
<b>Janet Salm:</b> @Kevin Stump - that is such an important use case - I know community colleges are flooded with offers, so how do you figure out the best approach, and know that you're making the best choices for your students? Transparency is a good step forward, I hope.
<b>Phil Kahn:</b> This is all very exciting! The National College Credit Recommendation Service looks forward to being added to the library and contributing to its evolution!
<b>Daniel Marschall:</b> There is a great deal of activity in the work & learn ecosystem by labor-related workforce intermediaries such as the AFL-CIO Working for America Institute. The WAI is connected to a network of labor-management partnerships in states, such as the Workforce and Economic Development (WED) program of the California Labor Federation.
<b>Holly Zanville:</b> Maybe we will want to sort the info by geography?
<b>Kirk Knestis:</b> That currency issue is an excellent point. I helped develop a tool some years ago that was supposed to capture a national perspective on higher ed articulation and transfer policy, and the product was obsolete before it was even done being edited.
<b>Phillip Long:</b> Sounds like David is asking for a true wiki implementation with community leads for different areas of the information space.
<b>Janet Salm:</b> Yes, David - more metadata would make it more usable
<b>Larry Good:</b> David named some crucial points for the design and management -- greater speed in finding information than you can otherwise do, and greater trust in the data -- accurate, current, refreshed. Reinforces the need for an ongoing librarian.
<b>Kristin Wolff:</b> Agree with Paul 100%. Optimize for natural language search (AI is getting better and better). Any other method forces the user to think through your taxonomy.
<b>Kristin Wolff:</b> Other approaches are fine for experienced users but it sounds like you are prioritizing breadth more than depth at this point.)
<b>Holly Zanville:</b> Kristi, one of the aims is to try to be air traffic controllers and send folks off for more info to other sites where there might be more details. We have to decide how much info we put at the Library
<b>Gloria McMahan:</b> Is digital credentialing a part of this effort?
<b>Holly Zanville:</b> Yes digital credentialing is an important component of the ecosystem
<b>Edward Leach:</b> This might create some consistency around some of the language used.
<b>Nan Travers:</b> Yes, Kristin. One feature in the Library that will help is the collection of "like terms" for each term. Language seems to hang us up
<b>Larry Good:</b> There is a glossary of terms that will continue to be refined and expanded as it goes.
<b>Phil Kahn:</b> With so much jargon, is there a glossary of terms that appears on the website?
<b>Rupert Ward:</b> Are you planning to scale this beyond the US eventually as many of the challenges are common across the globe and lessons learnt may be applicable across countries and continents?
<b>Holly Zanville:</b> Rupert yes - there is an International "door and we want to share info about the many developments outside US
<b>Rupert Ward:</b> Great! It'll be great to promote this internationally as well as there's so much here for others to learn from, great work all.
<b>Tara Laughlin:</b> @Rupert, perhaps we can think about how ICoBC might help in promoting the new materials? internationally
<b>Janet Salm:</b> +1 to Holly's point that we have so much to learn from international partners
<b>Kristin Wolff:</b> We also need to do a better job of extracting practices and lessons from context so we don't invite "but the US system is different." One way to do this is by the effective use of titles & labels.
<b>Kristin Wolff:</b> 100% on learning from elsewhere. Good grief.

<b>Gloria McMahon:</b> Pathways to guide workers to careers would be valuable for individuals as long as it is accessible
<b>Holly Zarville:</b> We need up and coming folks to understand the ecosystem and it is so hard to learn about this in our grad schools
<b>Gloria McMahon:</b> Metadata tagging to make information accessible
<b>Larry Good:</b> On the early childhood initiatives example, if we think of the library as a home for information about the entire work and learn ecosystem, we can create great value by making sure current research, policy changes, etc. on key workforce-related challenges are easy to find. On ECE and other issues, nearly every state and hundreds of local communities are working on solutions and all are hungry for staying on top of what others are doing.
<b>Kristin Wolff:</b> This is a wonderful thing. Keep going
<b>Kymberly Lavigne-Hinkley:</b> Absolutely thrilled that this Learn & Work Ecosystem Library exists! The potential for this library to support increased learning, collaboration, and broad resource sharing is big. Congratulations Holly and Lucia!
<b>Janet Salm:</b> @Kymberly - I think of this as the twinkle in YOUR eye coming to some fruition - you were key to that early mapping effort!
<b>Kevin Stump:</b> So smart!
<b>Janet Salm:</b> Librarians are superheroes
<b>Lucia Weathers:</b> Shout-out to all of our colleagues on the "staff team" located here: <a href="https://learnworkecosystemlibrary.com/about/library-team/">https://learnworkecosystemlibrary.com/about/library-team/</a>
<b>Gloria McMahon:</b> Thank you for these great resources
<b>Lucia Weathers:</b> It's a wiki or nothing! ;)
<b>Lucia Weathers:</b> Special thanks to all of our panelists today and our Library Advisory Group: <a href="https://learnworkecosystemlibrary.com/about/2021-2022-learn-work-library-advisory-board/">https://learnworkecosystemlibrary.com/about/2021-2022-learn-work-library-advisory-board/</a>
<b>Larry Good:</b> Liz and panelists, great job!

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This summary is an abridged and edited version of the recorded webinar.

Here is the link to the video recording from the *Launch: Prototype Learn & Work Ecosystem Library*, December 1, 2022

4-minute video walk-through of the Library is available here: [Learn & Work Ecosystem Library](#)