Library debuts online veteran support platform VetNow

By JACOB TOOK

ELKTON — Cecil County Public Library (CCPL) debuted an online veteran support platform VetNow to connect local veterans with helpful, purposeful sharpening career skills and finding jobs. The platform rolled out alongside HelpNow, a general job support platform, and JobNow, an online testing platform for children and adult learners.

VetNow offers live support, connecting users with experts for job coaching, resume work, interview preparation and other assistance.

CPL Community Relations Manager Frazier Walker explained that getting federalized support for veterans is particularly important because they can help translate military experience into the skills and background employers in other industries look for. For Planned, she added, the scope of job preparation can be intimidating.

This tool should help vets and families navigate these complex systems,” Walker said. “This is particularly valuable because a family member could access the platform to help a parent, brother or community member.

All three platforms — VetNow, JobNow and HelpNow — are freely accessible with a library login.

In 2015, CCPL won the National Medal for Library Service, emphasizing that meeting the needs of community members is a top priority for CCPL. Walker emphasized that meeting the needs of community members, and particularly veterans, is a top priority for CCPL.

“VetNow offers live support, connect platforms, Brainfuse connects users with experts who are on standby to answer questions and provide support with their specialized knowledge.

For example, Walker explained, an elementary student could log into HelpNow with their parents and answer a preliminary question indicating that they have a question about third grade math. In the meantime, a Cecil County College student could log in to HelpNow and request help with college level chemistry.

The platform will then connect those students via chat with vetted tutors who specialize in those levels and subjects.

Walker said the library has a proven record of offering support services for veterans.

To help a parent, brother or community member, “The library is a place for vets to feel safe, respected and part of the community,” she said.