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## **Guide to the Unemployment Insurance Division Library**

Processed by Unemployment Insurance Division Library staff; machine-readable finding aid created by Xiuzhi Zhou

Unemployment Insurance Division Library

Employment Development Dept., State of California

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URL: <http://www.edd.ca.gov>

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Sacramento, California

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Compiled by:

Unemployment Insurance Division Library staff

Encoded by:

Xiuzhi Zhou

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### Descriptive Summary

**Title:** Unemployment Insurance Division Library

**Creator:** California. Unemployment Insurance Division. Library

**Repository:** California. Unemployment Insurance Division. Library  
Sacramento, California 95814

**Shelf location:** For current information on the location of these materials, please consult the Library's online catalog.

**Language:** English.

### Access

Collection is open to all EDD/UID staff.

### Publication Rights

Copyright has not been assigned to the UID Library. All requests for permission to publish or quote from reports must be submitted in writing to the Head of Employment Development Department. Permission is given for publication of federal and state documents in the public domain.

### Preferred Citation

[Identification of item], Unemployment Insurance Division Library, EDD, State of California.

### Summary

A non-circulating reference library and archive that collects, organizes, preserves, and makes accessible the documents, files, reports, and publications about unemployment insurance and its history.

The UID Library helps staff develop and prepare policy and procedural instructions. The library material is available to all UI Division staff and is also available for the use of other EDD staff however, material is not allowed out of the UI Division. The material may be photocopied.

### Introduction

The Unemployment Insurance Division Library provides a central, organized arrangement of material for UI Division staff. The intention is to catalog not only the items in the library but also work-related material of general interest elsewhere in the Division.

The library uses Computer Advanced Software Product (CASPR) LibraryWorld, a professional library system that automates all the general tasks of library management including circulation, MARC cataloging, serials, patron, and acquisition records.

See: <http://www.fdrlibrary.marist.edu/keyword.html>

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enter keywords: **unemployment** and **insurance**

click on RUN QUERY

The Franklin D. Roosevelt Library and Digital Archives - 385 Historical Document Collections

<http://www.fdrlibrary.marist.edu>

<http://www.fdrlibrary.marist.edu/indexes.html>

The New Deal Network

<http://newdeal.feri.org>

Social Security Administration History Archives

<http://www.ssa.gov/history/orallist.html>

Social Security Administration History Archives

<http://www.ssa.gov/history/mmurray.html>

<http://www.ssa.gov/history/miltforal.html>

The Columbia University Collection

<http://www.ssa.gov/history/orallist.html#Columbia>

Oral History in the Bureau of Reclamation

<http://www.usbr.gov/histoyr/oralhist.htm>

### **Department of Labor Library Special Reports, 1951-Present**

See: <http://www.dol.gov/sec/media/reports/main.htm>

Unemployment Insurance: An Annotated Bibliography, 1999

Unemployment Occasional Paper 99-3, U.S. Department of Labor

The editors of this edition are Brenda L. Bruun, Anissa M. Holm, and Crystal R. Woodard, of the Unemployment Insurance Service, Division of Research and Policy. The UIOP Series presents research findings and analysis dealing with unemployment insurance issues. Research contractors, staff members of the UI system, or individual researchers, prepare papers.

National Archives and Records Administration (NARA)

Records of the Social Security Administration [SSA] (Record Group 47)

<http://www.archives.gov/research/guide-fed-records/groups/047.html>

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### **A: ADMINISTRATIVE CIRCULARS**

#### **Scope and Content Note**

These are issued by the Administration Branch to provide instructions or information on fiscal, personnel, procurement, statistical and related activities.

### **B: BRANCH NOTICES (Tax and DI)**

#### **Scope and Content Note**

The Employment Tax Notices and Disability Notices are issued to control the internal operations of these branches. They supersede all other means of formal published instructions used within the Branch except subsequent amendments to manuals and handbooks.

### **D: DEPARTMENT NOTICES**

#### **Scope and Content Note**

These notices are issued by the Office of the Director to transmit information of department wide interest or to assign organizational responsibility for implementing policy.

### **E-FOD: ELECTRONIC FIELD OFFICE DIRECTIVE**

#### **Scope and Content Note**

E-FODs transmit changes in policy and procedure electronically to the Field Offices. A hard copy of each E-FOD originating in UI is retained in the library. [Prior to January 1995 they were transmitted in hard copy only, and were called FODs - see F: Field Office Directives].

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### **E-OBD: ELECTRONIC BRANCH NOTICES**

#### **Scope and Content Note**

E-OBDs transmit changes in policy and procedure electronically to the Field Offices. They are more urgent or transitory than E-FODS.

### **E-OBM: ELECTRONIC BRANCH MEMORANDA**

#### **Scope and Content Note**

E-OBDs are Branch memoranda transmitting electronically information, instructions or procedures that are related to internal administration and may be sensitive or restricted to a limited audience.

### **EM: ELECTRONIC MESSAGES**

#### **Scope and Content Note**

Through the end of 1994 Electronic Messages transmitted urgent or transitory information to the Field Offices. From January 1995 they took the form of E-OBDs (see above) and were sent electronically.

### **EN: EXECUTIVE NOTICES**

#### **Scope and Content Note**

These are issued by the Office of the Director to provide overall policy and administrative direction to the Department.

### **EO: EXECUTIVE ORDERS**

#### **Scope and Content Note**

These are orders issued by the Director for the official delegation of authority to subordinate employees as provided for by Section 311 of the Unemployment Insurance Code.

### **F: FIELD OFFICE DIRECTIVES**

#### **Scope and Content Note**

See E-FODS above.

### **G: MABS**

#### **Scope and Content Note**

Merit Award Board Suggestions are ideas for improved policies, procedures or forms submitted by a state employee to the Merit Award Board.

The library retains the MABs which have been assessed by UI staff. They are in binders labeled either by form number, or by category, e.g. Appeals... Determinations Rulings... Overpayments...

If asked to do a MAB, check in the library to see if the same, or similar, suggestion has been received previously. You may save yourself a lot of work.

Since the beginning of 1995 a copy of the MAB Log Sheet (which tracks each MAB from its receipt in the Division to completion) is used as an index to the completed MABS which are sent to the library.

### **G: QIIs**

#### **Scope and Content Note**

Similar to MABs, these are suggestions from staff to improve policies and procedures. Unlike MABs, there is no monetary award if the suggestion is implemented.

The QII Log Sheet, which tracks each QII, is used as an index for the completed QIIs which have been sent to the library.

## **H: HISTORICAL PERSPECTIVE COLLECTION**

### **Description and use**

This is a general collection of work-related material to be retained by UI Division, either permanently or for a designated period of time.

On the shelves are items which have been contributed to the library by staff members after they have finished with them so that they are in a central location, available to everyone.

Here are such items as binders and other material from completed projects (including working notes and background material). There are also annual reports, magazine and newspaper clippings, and other relevant material which has been received in the Division. This collection has research value. Here you can trace the evolution of a UI project or look for information on a particular subject.

Remember that there are certain categories, such as Data Processing Service Requests (DPSRs) and Trade Notices, where the older binders are in the library and the current binders are maintained by a staff member.

### **Arrangement on the shelf**

The collection is arranged alphabetically by project or category as per the following list. The headings in this list sometimes change as material is added or weeded.

## **I: FORMS**

### **Current UI Forms:**

A supply of all current forms which originated in UI Division - or where UI Division is a joint author - is kept in the file cabinet. Current forms are individually cataloged.

If you know the DE number, go straight to the file cabinet. If you don't know the form number, search the library catalog.

### **Obsolete Forms and prior revisions:**

These are kept in binders shelved next to the file cabinet. They are not individually cataloged.

## **I: CONTROLLED CORRESPONDENCE**

### **Scope and Content Note**

"Controlled Correspondence" are letters from a citizen or public official (for example, where a constituent has complained to a legislator, who in turn writes to EDD). The response is drafted by an analyst and goes through a formal clearance process before being released. There is no catalog record in the library catalog for the individual items, and the files are maintained by the clerical unit.

## **I: CHRONOLOGICAL FILES**

### **Scope and Content Note**

These files contain UI correspondence, shelved chronologically by calendar week, and are maintained by the UI Division secretary.

There is no catalog record in the library catalog for the individual items.

## **JF: JOB FOLDERS**

### **Scope and Content Note**

Job Folders are the folders in which staff keep the working notes, papers, research and final product for a particular assignment that required formal clearance.

### **Examples are:**

BDGs (Benefit Determination Guides)

E-FODs (Electronic FODS - only certain E-FODS now have Job Folders, as the clearance form is attached to the hard copy of the E-FOD filed in the indexed binders)

FODs (Field Office Directives)

MATs (Manual Amendment Transmittals)

New forms or form revisions

[See the UI Operating Manual for policy and procedures relating to job folders.]

Job Folders are on the shelf in annual cumulations.

Prior to 1991 they are uncataloged, and are on the shelf according to the log-in number initially assigned by the clerical unit. From 1991 onwards they are cataloged.

## **L: LAW**

### **Scope and Content Note**

This is a subsection of the Historical Perspective collection and is shelved in separate categories:

Federal legislation (includes Bill Analyses)

California legislation (includes Bill Analyses)

All States (compares the laws in all the states)

Administrative law, containing CUIAB (California Unemployment Insurance Appeals Board)

Precedent Benefit Decisions and Precedent Rulings.

### **Note:**

On the Legal Reference shelf in the BOOKS REFERENCE collection are current and obsolete California UI codes and Regulations; Black's Law Dictionary and other reference items.

The UID library's legal collection is "in-house" (basically the bill analyses and other work done by staff) and frequently must be supplemented by other resources:

The Internet

Get the latest version of any California or Federal bill as it goes through the legislative process; the unannotated codes for California and the other states; the Federal unannotated codes, the Code of Federal Regulations and the Federal Register.

EDD Legal Library

800 Capitol Mall, Room 5020. Ask a staff member to admit you to the library - it's kept locked. You can photocopy but not borrow. Their holdings include the annotated California and Federal codes and Titles 20 and 29 of the Code of Federal Regulations. The attorneys use Westlaw, a comprehensive legal data base which is updated daily.

Witkin State Law Library

914 Capitol Mall, Room 300. You can borrow much of their material, including the annotated State and Federal codes. Staff will assist with legal research or answer telephone reference questions (654-0185).

## **M: MANUALS**

### **Scope and Content Note**

A collection of current manuals and handbooks arranged on the shelves in separate categories:

UI manuals, plus a few from JS and other EDD Divisions  
UI Benefit Determination Guides  
EDD Administrative Manual  
DOL manuals

### **Note:**

- i) The **State Administrative Manual (SAM)** is on the Internet ([sam.dgs.ca.gov/](http://sam.dgs.ca.gov/)).
- ii) **Obsolete manuals and handbooks** are in the Historical Perspective collection in the category "Manuals (obsolete)".

## **N: NEWSLETTERS**

### **Scope and Content Note**

These are newsletters and similar periodic publications from EDD and other governmental and non-governmental agencies.

### **Note:**

Certain Federal publications are also shelved here, including the Department of Labor's Unemployment Insurance Quality Control Annual Report and the monthly Reports and Testimony from the General Accounting Office.

## **O: OPERATIONAL REPORTS**

### **Scope and Content Note**

A collection of UI and EDD operating reports, such as Expenditure Reports; Earned/Used Reports; UI Workload Forecast.

## **P: PLANNING DOCUMENTS**

### **Scope and Content Note**

A collection of UI and EDD planning documents, including UI's Plan of Service, EDD's Annual Planning Information and similar documents from certain other Divisions, and Strategic Plan documents.

### **Note:**

Although the charter Strategic Plan documents are here, material resulting from work groups initiated in response to the Strategic Plan are in the Historical Perspective collection. For example, the work done on global security is in the Historical Perspective collection in the category "Global Security".

## **R: REPORTS**

### **Scope and Content Note**

A collection of the reports relating to UI programs and activities which are produced by UI's Unemployment Statistics Analysis Unit (USA) and which are listed in their *Reports Inventory Data Index*.

These reports have been cataloged in the library catalog as the *Reports Inventory Data Index* . - which is displayed at the beginning of the collection - provides adequate access. You can find items by report number or name, or by subject by referring to the "Data Element Index" section.

**S: STATES****Scope and Content Note**

These items from other states are shelved alphabetically by state, in accordance with official postal abbreviations, e.g. AL = Alabama... CA = California. If you want to know how another state handles a particular problem, this would be a good place to start.

**Note:**

The ITSC (Information Technology Support Center) web site on the Internet (<http://www.itsc.state.md.us>) contains comparative state information, including *Comparison of State Unemployment Insurance Laws*. The latter document is also in hard copy in the legal collection on the shelf labeled "L: States", along with *Highlights of State Unemployment Compensation Laws*.

**T: TRAINING****Scope and Content Note**

Material related to staff training, including binders with the record of training individual staff have received, and various catalogs offering training and courses.

**V: VIDEOS, 1991-1999****Scope and Content Note**

Sixty videos in the UID Library are cataloged. They include videos produced by the UI Division, EDD, DOL, and some of commercial origin. Access points include: NAFTA, claim records, customer surveys, UI adjudication, claim records, single client data-base, one-stop, and an EDD overview video. A new series released by the Director's office is entitled "Arm Side Chat" with Michael Bernick.

**US LETTERS****Scope and Content Note**

This is a collection of Department of Labor (DOL) "letters", including General Administrative Letters, Training and Employment Notices and UI Program Letters. When they are received in the library, they are logged into the appropriate binder, e.g.,  
The individual letters are not cataloged in the library catalog. To find one of these letters either by number or subject, you need to pull the appropriate binder and scan the log-in sheet.

**US REPORTS****Scope and Content Note**

These are reports issued or sponsored by Federal agencies, primarily DOL, but also including, for example, those from the General Accounting Office and Reports to Congress.

**US SERIES****Scope and Content Note**

These are reports issued in series by Federal agencies. The majority are DOL's Employment and Training Administration series, which are on the shelf according to year and number:  
*Unemployment Insurance Occasional Paper 95-1*  
*Unemployment Insurance Occasional Paper 95-2*

**Note:**

- i) Federal manuals, newsletters and training materials are kept in the appropriate collections in the EDD DOCS collection, but they have a catalog card in the library catalog, which tells you where to find them.
- ii) DOL has a home page on the Internet ([www.dol.gov](http://www.dol.gov)) Although policy and procedure are transmitted by DOL to UI through the normal channels (such as UI Program Letters and appropriate manuals) the Internet site contains current material. You could check here for a recent UI Program Letter which may not yet be in the library binder. The site also has, for example, recent DOL Federal Register Notices.



173 Video **Japan: A National System 7/8/93**

**Additional Note**

IAPES  
34 minutes VHS  
Subject: Japan's Job Service and Unemployment Insurance System  
From IAPES-Ben Takesh'ta

172 Video (N.D.) **Tom Peters: The Forgotten Customer**

**Additional Note**

EDD  
Subject: Management/training

171 Audio (N.D.) **Beginning EMC-2: TAO Electronic Mail**

**Additional Note**

EDD Communications Office  
60 minute cassette

170 Audio **How To Use Franklin Planner**

**Additional Note**

90 minutes each cassette  
Three tapes

169 Video **NAFTA Trade Adjustment Assistance**

168 Video **NAFTA/TAA 7/12/95**

**Additional Note**

Utah Department of Employment Security  
17:32 VHS

167 Video (N.D.) **Teleserve**

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**Additional Note**

New Innovation for T.E.C. Clients  
TRT  
8 minutes VHS

166 Video (N.D.) **Teleserve (Spanish)**

**Additional Note**

New Innovation for T.E.C. Clients  
TRT  
11 minutes VHS

165 Video **Improving Programs Through Survey Results Circa 1994-95**

**Additional Note**

Tape 2 (150 minutes)  
Center for Employment Security Education and Research  
150 minutes VHS

164 Video **Conducting Effective Customer Survey Circa 1994-95**

**Additional Note**

Tape 1 (128 minutes)  
Center for Employment Security Education and Research  
128 minutes VHS Tape 1

163 Video **Leading a Successful Cultural Transformation Circa 1994-95**

**Additional Note**

Center for Employment Security Education and Research

**Tape 1 (150 minutes)**

**Tape 2 (131 minutes)**

**Tape 3 (134 minutes)**

162 Video **Using Customer Data for Continuous Quality Improvement Circa 1994-95**

**Additional Note**

Center for Employment Security Education and Research (N.D.)  
This has the same title as the Trainer's Video version, but only two tapes and different running times.

**Tape 1 (128 minutes)**

**Tape 2 (150 minutes)**

161 Video **Knowing How Your Customers Define Quality and How You Measure Up Circa 1994-95**

**Additional Note**

Trainer's Video/ Center for Employment Security Education and Research (N.D.)

**Tape 1 (95 minutes) VHS**

**Tape 2 (143 minutes) VHS**

**Tape 3 (79 minutes) VHS**

160 Video **Using Customer Data for Continuous Quality Improvement Circa 1994-95**

**Additional Note**

Trainer's Video/ Center for Employment Security Education and Research

**Tape 1 (142 minutes) VHS**

**Tape 2 (97 minutes) VHS**

**Tape 3 (66 minutes) VHS**

159 Video (N.D.) **Confidential Medical Information**

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**Additional Note**

EDD has established new policy and procedures for the collection, use, dissemination and storage of employee confidential medical information. This video has been produced to help you understand the new laws and how they will affect all EDD employees

158 Video (N.D.) **UI Adjudicators**

**Additional Note**

Summary: An introduction to unemployment insurance adjudicators, fact finding, interviewing techniques, and quality performance index.

**Part 1: An Introduction**

**Additional Note**

Unemployment Insurance Adjudicators

**Part 2: Fact-Finding Interviewing Techniques**

**Part 3: Quality Performance Index**

**Part 1: 22 minutes VHS**

**Part 2: 32 minutes**

**Part 3: 23:45**

157 Video **Mail/Processing Final**

**Additional Note**

EDD 11/96

156 Video **Claim Record: Payment History Display July 11, 1991**

**Additional Note**

EDD

155 Video (N.D.) **Keynote**

**Additional Note**

EDD  
Not identified.

154 Video (N.D.) **UI Online**

**Additional Note**

EDD

153 Video **How to get a State Job 9/19/93**

**Additional Note**

"Open Caption"  
SPB  
14:00 VHS

152 Video **NAFTA/TAA 7/12/95**

**Additional Note**

Spanish Version  
Utah Department of Employment Security  
UDOES  
20:05 VHS

151 Video **ONE-STOP: Access for Everyone July 1, 1999**

**Additional Note**

U.S. DOL-Office of One-Stop/LMI  
23 min. VHS

150 Video **EDD Overview Video 9/1/99**

**Additional Note**

EDD  
10:00 VHS

149 Video **Single Client Data Base 8/27/93**

**Additional Note**

EDD  
9:00 VHS

148 Video **IAPES Presentation 5/97**

**Additional Note**

Robert Garcia  
EDD  
15:30 VHS

147 Video **UI/JS Strategic Plan 5/15/96**

**Additional Note**

EDD  
12:00 VHS

146 Video **1997 "Town Hall" Meeting 1997**

**Additional Note**

Bob Garcia  
EDD  
30:00 VHS

145 Video **Mark Sanders 11/1/96**

**Additional Note**

Testimonials and Dedication  
EDD  
1:09:00 VHS

144 Video **Message from Director 11/17/95\**

**Additional Note**

Thomas P. Nagle  
EDD  
10:00 VHS

143 Video **Managers Conference 11/1/96**

**Additional Note**

Video Presentations  
EDD  
1:09:00 VHS

142 Video **UID Tonight Show 9/5/96**

**Additional Note**

EDD  
7:49 VHS  
Summary: From statewide managers meeting.  
Contributed by M. Papendick 11/11/96

141 Video **UI/DI Check Process 3/16/95**

**Additional Note**

EDD  
10:00 VHS

140 Video **Benefit Payment Process 11/22/96**

**Additional Note**

EDD  
9:10 VHS

139 Video **Continued Claims Automation 10/92**

**Additional Note**

EDD  
9:00 VHS

138 Video **Ergonomics 6/10/93**

**Additional Note**

EDD  
27:00 VHS  
PT.1 11:00 PT.2 16:00

137 Video **Single Client Data Base 8/27/93**

**Additional Note**

EDD  
9:00 VHS

136 Video **Telephone Claim Filing 12/14/94**

**Additional Note**

EDD  
6:00 VHS

135 Video **Operations Branch Strategic Plan 5/29/96**

**Additional Note**

EDD  
13:10 VHS

134 Video **Employment and Training Program 10/92**

**Additional Note**

EDD, Thomas P. Nagle  
1:14:00 VHS

133 Video **Employment and Training 10/92**



**Additional Note**

EDD  
1:14:00 VHS

130 Video **Trade Dispute Video 5/24/94**

**Additional Note**

EDD  
22:00 VHS  
Subject: Labor relations

129 Video **"Arm Side Chat" Videos 12/99 Produced by the EDD Communications Office (916) 654-9029**

**Additional Note**

Employment Development Department  
11:00 VHS

Summary: The first in a series featuring EDD Director Michael Bernick. The purpose of these videos is to acquaint all EDD staff with the Director's philosophies and goals. A new "Arm Side Chat" video is planned for release in approximately two months. Future videos will highlight the various branches with discussions among the Director and Deputy Directors.

Subjects: Leadership philosophies and goals

128 Video **The Making of Riverside Call Center 4/6-4/7/97**

**Additional Note**

Video by Charlie Bradley  
San Diego EDD  
5:35 VHS

Summary: Charles Bradley, Employer Advisory Council Coordinator of EDD, and Area Administrator's Office No. 917, explains the making of a call center.

127 Video **The Making of Riverside Call Center 3/12/97**

**Additional Note**

EDD/UID  
5:40

126 Video **San Diego Call Center 11/96**

**Additional Note**

Bill Jackson

125 Video **California Unemployment Insurance Automated System November, 1985**

**Additional Note**

EDD  
UCA 3/4 inch 30 minute Color Plus tape  
Video taped 11/21 and 11/22/85 at San Diego East J.S. and San Diego Authorization Center

124 Video **San Diego Call Center Video 2/23/98**

**Additional Note**

Contents: Call center introduction; orientation, call center technology  
Contributor: Danna Owens

123 Video **Telephone Claim Filing 2/23/98**

**Additional Note**

UID/Call Center Team  
TCF, TCF Technology  
Contributor: Danna Owens

122 Video **The New Guy**

**Additional Note**

Compression Labs Incorporated (CLI)  
12:13  
Subject: Videoconferencing

121 Video **U.I. 60th Anniversary**

**Additional Note**

U.S. Department Of Labor  
TRT 6:45

120 Video **The Changing Times Video October 2, 1998**

**Additional Note**

California Employment Development Department  
12 minutes

Summary: The Changing Times video illustrates some of EDD's changes over the years and how these changes reflect the world around us.

Biog. info: Representatives from each EDD branch participated in the Changing Times Video Workgroup. For maximum impact, the video can be used as a tool to facilitate a discussion on the subject of change and to respond to employee concerns.

Job duties, change, and working relationships

Work group: Pat Bryant, Al Hinojosa, Marianne Jackson, Sherry Keenan, Velessata Kelley, Neil Kelly, Jean Lacher, Genny Lisher, Jacque Waleski, Tracy Sims, Janet Supriano

116 Video **The Power of Vision**

**Additional Note**

Discovering The Future Series  
Learning Corporation  
30 minutes

Summary: The second in the popular "Discovering the Future" series.

The "Discovering the Future" series is being used by over 10,000 organizations worldwide. Contact Charthouse Learning Corporation.

Subjects:

Leadership and values training

Management team building

Sales marketing

Strategic planning exploration; organizational vision