

March 2016 Workforce Development Activities at the Cumberland County Public Library

HIGHLIGHTS:

The library helped 139 job seekers with 30 computers at **Internet Job Café** during the Department of Social Services *March Into Work Job Fair* on March 23, 2016.

Library staff assisted job seekers with finding company websites, completing online applications, setting up email accounts, attaching resumes, and answering basic questions about resumes.

At the library booth, staff handed out 329 NC Works brochures and urged registration. It was observed that many of those using the Internet Café had a copy of the brochure.



Customer Comments from the March Into Work Job Fair:

“Having computers available to fill out job apps on the spot is genius! This is the first time I've ever seen this at a job fair.”

“I was ready to give up and you gave me the help and patience that I needed to calm down and see the process through.”

“I couldn't have found the application site without your help.”



Training Update:

Library staff received training from NC Works trainers on March 3. Staff will develop training tools to use with customers and other staff. NC Works trainers are scheduled to return on April 25.

Statistics:

MARCH 2016 JOB & CAREER PROGRAMS/ACTIVITIES	# of Activities	Attendance
✓ Adult Programs (Resume, Mobile App Developer)	8	47
✓ New Adult ages 14 – 24 (programs that integrate job & career information)	5	42
✓ Outside Adult Programs (DSS Job Fair – Internet Job Café)	1	139
✓ Computer Literacy Programs (PowerPoint, Excel, Intro to Internet, etc.)	10	28
✓ Small Business Programs (Marketing)	1	13
✓ Outreach Programs (DSS Job Fair – information booth)	1	329
✓ Book-A-Librarian Sessions (one-on-one training on Resumes, Computer Skills, Job Search, etc.)	27	28
Totals:	53	626

Online Job & Career Resource Guide Usage	4,554
Career related Database Searches (sessions included where searches are not reported)	2,167
Career related Reference Questions	409