

December 2017 Workforce Development Activities Cumberland County Public Library & Information Center

Highlights:

December's Book-A-Librarian sessions included staff assisting 39 customers with job applications, resumes and cover letters to businesses such as the Boys & Girls Club, Burlington Industries, Dick's Sporting Goods, Footlocker, Gabe's, JC Penny, Macy's and Walmart. Individuals were helped with positions in App development, custodial support, healthcare and as a classified interpreter. Customers received assistance regarding self-publishing books, preparing for the GED, improving management skills and the library's job & career website and databases.

Customer Comments/Success Stories:

IS Librarian I Stacey Reid assisted a customer who had been struggling with her job search. Reid helped her create a resume and walked her through the steps for an online job application. Reid also offered to show the customer more information regarding MS Word, basic computer skills and online applications via the library's Book-A-Librarian services. The customer thanked Reid profusely and said she would report back on her applications.

After receiving help in her job search, a customer returned to the library to thank IS Librarian I Emma Pinault. The customer was hired at Joe's Crab Shack.

While assisting a customer with printing her resume, Branch Manager Birch Barnes learned that she was not aware of the library's employment resources. Barnes showed her the weekly jobs leads notebook, the links to local, state and national job listings on the library's Job & Career Resource webpage and also told her about *NCWorks*. She was happy to learn that she could create applications and then use them to apply for multiple jobs on the *NCWorks* website. She returned the next day and began applying for employment through *NCWorks*.

NCWorks News:

Bordeaux Branch library hosted two programs presented by Dr. Stacy Davis. **Introduction to Cover Letters** and **Identifying What Resume Is Best for You?** Participants learned the purpose of cover letters and how to create one along with how to select a resume that is best suited for each job opportunity.



Library staff at several locations conducted programs to help individuals improve their computer skills in order to improve their job performance. December programs included classes on e-mail, basic computer skills, MS Word, MS PowerPoint, MS Excel and internet basics. Programs were held at the library and at local community centers.

STATISTICS ~ December 2017 Job & Career Programs/Activities	# of Activities	Attendance
✓ Adult Programs (Introduction to Cover Letters, Identify What Resume is Best for You)	2	6
✓ Outside Adult Programs (Write On, Write Now and Introduction to Twitter)	2	16
✓ Outside Young Adult Programs (Juvenile Detention Center)	1	11
✓ Computer Literacy Programs (Internet for the Absolute Beginner, DIY Book Trailers!, MS PowerPoint, Excel and Intro to Twitter)	7	27
✓ Small Business Programs (MS PowerPoint)	1	4
✓ Book-A-Librarian Sessions (one-on-one training on Resumes, Computer Skills, Job Search, etc.)	32	39
Totals:	45	103

Online Job & Career Resource Guide Usage	2,255
Career related Reference Questions	207