

# February 2017 Workforce Development Activities at the CC Public Library

## HIGHLIGHTS



February's Book-A-Librarian sessions included staff assisting 57 customers with job applications, resumes and cover letters to area business such as Allied Universal Security, Cape Fear Valley Health system, Cumberland County government, the Department of Homeland Security Border Patrol, the City of Fayetteville, Cumberland County Schools, Duke University hospital, Fayetteville State University, Robeson County Schools, Lowe's Home Improvement, Sentel Corporation, Smithfield Foods, S.T. Wooten Corp., Time Warner Cable, Uber transportation service and UPS. Additionally, staff provided a customer with information on how to expunge his criminal record in order to improve employability. Library staff also helped 132 other customers improve their job skills, including trainings on available resources at the NCWorks Career Center, Microsoft Products and library databases including Learning Express Library, Brainfuse, Simply Map and Reference USA.

### Customer Comments/Success Stories:

When IS Librarian I Billie Norman saw a customer browsing the reference section at West Regional branch, she asked if the woman was looking for something specific. "Yes," she said. "I need something on careers." The customer went on to explain that she was looking for career information on being an athletic exercise trainer. "My daughter is in college and I'm afraid she doesn't know what it takes to get into her ideal career." Norman showed her and her husband how to find and search the Occupational Outlook Handbook through the library's Job and Career site. They were excited at the scope of the site and that they and their daughter could use it at home.



Bordeaux Branch Manager Mary DiRisio taught a job seeker how to access and apply for local Time Warner Cable jobs and set up a governmentjobs.com account so that he can apply to County jobs. DiRisio showed him how to print directions to apply in person at a driver job in Hope Mills. She also gave him information on expunging his record as he was concerned it would affect his ability to find a job since he was a felon.

### NCWorks News:

The library received a letter of thanks from the Chair of the Cumberland County Workforce Development Board, Mr. David McCune, for its participation and effort in the development of a joint Health Care Career Pathway for Cumberland, Hoke and Moore Counties. The Board announced that the Nursing and Allied Health Careers Pathway was recommended and approved for certification at the NCWorks Commission meeting on February 8, 2017.



### STATISTICS:

FEBRUARY 2017 JOB & CAREER PROGRAMS/ACTIVITIES	# of Activities	Attendance
✓ Young Adult Programs (FTCC High School Connections: Nail Technology)	1	4
✓ Computer Literacy Programs (Word for the Absolute Beginner, Intermediate Word, Excel for the Absolute Beginner, Advanced Word: Using Graphics to Create Advertisements)	11	41
✓ Small Business Programs (NC REAL series, Preparing for the Unexpected)	5	87
✓ Book-A-Librarian Sessions (one-on-one training on resumes, computer skills, job search, etc)	56	57
<b>Totals:</b>	<b>73</b>	<b>189</b>

<b>Online Job &amp; Career Resource Guide Usage</b>	<b>2,682</b>
<b>Career related Database Searches</b> (sessions included where searches are not reported)	<b>683</b>
<b>Career related Reference Questions</b>	<b>368</b>