

# January 2017 Workforce Development Activities at the CC Public Library

## HIGHLIGHTS



January's Book-A-Librarian sessions included staff assisting 41 customers with job applications, resumes and cover letters to area business such as Air Force Civilian Careers, Autozone, Burger King, the City of Fayetteville, Dollar General, Extended Stay America, Frito-Lay, Lowe's, McDonald's, Taco Bell, a trucking company and Walmart. Library staff also helped 13 other customers improve their job skills, including trainings on conducting teleconferences and video interviews, and vocational and health career test preparation. Customers learned how to use Learning Express Library, NCWorks, Simply Maps and Reference USA.

### Customer Comments/Success Stories:

**“No one should be without a job as long as people like IS Library Associates Joselyn Williams and Christopher Robinson work at the library.”** A customer returned to Cliffdale Regional Branch to report that she had been offered a job at the hospital thanks to help from Williams and Robinson.

In search of books to help a customer start a music business, a customer was given the library's "Entrepreneurship & Small Business Resource Guide" by IS Librarian I Billie Norman at the West Regional Branch. The customer also learned how to search the Business Plans database and when she saw the information available on music stores, she said, "This is everything I need. I won't need a book!" She thanked Norman enthusiastically.

### NCWorks News:

The first two of the *Workforce Development Services for Youth* programs intended to inform emerging adults ages 16 – 24 about services provided to teens at the Cumberland County NCWorks Center were attended by 12 people at the North Regional and Cliffdale branches. Another two programs will be conducted in February at the Bordeaux and West Regional branches.



### STATISTICS:

| JANUARY 2017 JOB & CAREER PROGRAMS/ACTIVITIES  | # of Activities | Attendance |
|--|-----------------|------------|
| ✓ Young Adult Programs (Workforce Development Services for Youth)  | 2               | 12         |
| ✓ Young Adult Outside Programs (Juvenile Detention Center writing skills and resume building)  | 1               | 12         |
| ✓ Computer Literacy Programs (PowerPoint for Absolute Beginner, Computers and Internet for Absolute Beginner, Intermediate Excel, Intermediate PowerPoint) | 9               | 16         |
| ✓ Small Business Programs (Basics of Business Growth, What is Branding, NC REAL SERIES: The Entrepreneur in You and Finding Your Customer)                 | 5               | 78         |
| ✓ Book-A-Librarian Sessions (one-on-one training on resumes, computer skills, job search, etc)   | 54              | 54         |
| <b>Totals:</b>   | <b>71</b>       | <b>172</b> |

|   |              |
|---|--------------|
| <b>Online Job &amp; Career Resource Guide Usage</b>   | <b>3,238</b> |
| <b>Career related Database Searches</b> (sessions included where searches are not reported) | <b>916</b>   |
| <b>Career related Reference Questions</b>   | <b>389</b>   |