

## July 2017 Workforce Development Activities Cumberland County Public Library & Information Center

### HIGHLIGHTS

July's Book-a-Librarian sessions included assisting 55 customers with job applications, resumes and cover letters to businesses such as Aramark, Cape Fear Valley Health, a cleaning and lawn care business, the construction industry, the Cumberland County Schools, Dollar General, a general contracting company, Harris Teeter, InfiniSource, the nursing field, Panera Bread, Red Lobster and Unifirst. Staff also taught job seekers how to set up *Skype* interviews, how to add business information to Facebook pages, how to create advertising flyers for new small businesses and how to obtain Youth Employment Certificates and how to use the *Occupational Handbook* to learn more about careers of interest.

### Customer Comments/Success Stories:

Library Awareness Coordinator Tiffany Torres-Rankine attended a job fair in July at Manna Church which was organized by Support Military Spouses, an organization that assists military spouses in connecting with local resources. At the event, an attendee expressed how excited and surprised she was to learn about and explore the library's employment resources.

A customer at North Regional library was struggling with completing an online job application and became anxious as the application deadline approached. With help from library Information Services staff, she met the deadline and returned the next week to report that she got the job and to profusely thank the staff.

### NCWorks News:

Cliffdale Regional library hosted the program *From Combat Boots to Work Shoes*. NCWorks staff presented a workshop that focused on helping veterans with resumes, cover letters, interviewing skills & tips and learning about the NCWorks website in order to transition into civilian employment.



IS Librarian I Matthew Kleven taught basic computer skills and Microsoft Word to senior citizens at the Cumberland County Senior Aide Program Center. The computers used were provided by the NCWorks Career Center.

### STATISTICS:

July 2017 JOB & CAREER PROGRAMS/ACTIVITIES	# of Activities	Attendance
✓ Young Adult Programs (Youth Government Tour)	1	13
✓ Computer Literacy Programs (Word for the Absolute Beginner, Intermediate Word, Event Programs with Microsoft Publisher, Computers for the Absolute Beginner, Excel for the Absolute Beginner, Intermediate Excel: Charting and Working With Excel Tables)	11	23
✓ Small Business Programs (SBA Seminar, Marketing on a Shoestring Budget , Planting the CEED Basics of Business Growth, Comparative Marketing)	4	82
✓ Outreach Programs (SBA Seminar)	1	35
✓ Book-A-Librarian Sessions (one-on-one training on resumes, computer skills, job search, etc.)	53	55
<b>Totals:</b>	<b>70</b>	<b>208</b>

<b>Online Job &amp; Career Resource Guide Usage</b>	<b>3,351</b>
<b>Career related Database Searches</b> (Vendor statistics currently unavailable.)	
<b>Career related Reference Questions</b>	<b>593</b>