

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

HIGHLIGHTS



June's Book-A-Librarian sessions included assisting 71 library customers with job applications, resumes and cover letters to local businesses such as Burger King, Circle K, Cumberland County School System, Goodyear Tires, housekeeping staffing agency, law firm library, Lowes Home Improvement, Lyft, Smithfield Foods, Target, teaching position, trucking company and Walmart. Staff also taught job seekers how to research and find resources for marketing new businesses, trained customers on how to use Microsoft Windows 10 to keep pace with workplace changes and how to use job searching websites to find jobs. Staff also taught job seekers how to use the *Occupational Handbook* to learn more information about careers of interest.

Customer Comments/Success Stories:

After multiple Book-A-Librarian sessions with various staff members who helped him hone his job searching skills, a grateful customer came in to tell IS Manager Janet Beaudry that he was just hired and was working full time.

IS Library Associate Christopher Robinson helped a customer with an application for Burke's & Dunn. She came back to let Robinson know that she got the job and will be a supervisor.

A library customer, who was looking for a massage therapy test preparation book so that she could become familiar with the material said, "Because of the library I used this book to pass my exam. I am now certified masseuse!"

NCWorks News:

Continuing to represent the library in the development of a joint Health Care Career Pathway for Cumberland, Hoke and Moore Counties, West Regional Branch Manager Laurence Gavin attended a meeting on June 28th to discuss budget, marketing & outreach, the development of planned events and next steps. Gavin recommended the Department of Social Services Local Job Leads and the potential of the library to market the pathway utilizing the library's online *Job & Career Resource Guide*. The library will be included on a taskforce to develop and disseminate marketing materials.

STATISTICS:

June 2017 JOB & CAREER PROGRAMS/ACTIVITIES	# of Activities	Attendance
✓ Young Adult Programs (Investment Fraud: Guarding Your Assets, Shooting Stars Film Camp)	5	59
✓ Outside Young Adult Programs (Juvenile Detention Center)	1	15
✓ Computer Literacy Programs (Excel for the Absolute Beginner, Google Apps & Drive, Easy Self-Publishing, PowerPoint for the Absolute Beginner, Intermediate PowerPoint, Computers and Internet for the Absolute Beginner)	8	59
✓ Book-A-Librarian Sessions (one-on-one training on resumes, computer skills, job search, etc.)	67	71
Totals:	81	204

Online Job & Career Resource Guide Usage	3,063
Career related Database Searches (sessions included where searches are not reported)	1,186
Career related Reference Questions	413