

## March 2017 Workforce Development Activities at the CC Public Library

### HIGHLIGHTS



The library collaborated with the Department of Social Services (DSS) to provide an internet job café at the *March Into Work* job fair on March 21. The staff set up 35 computers to assist 117 job seekers with completing online applications and résumé help. Details of the *NCWorks* job portal and library services & information was shared with 381 job seekers at the café and the library information booth. Capability to print résumés was also provided for the first time by Copiers Plus, Inc. Library staff provided flash drives for job seekers to print their résumés free of charge at the Copiers Plus booth.

March's Book-a-Librarian sessions included staff assisting 62 customers with applications, résumés and cover letters to businesses such as Alliance Universal Security Company, Cape Fear Valley Health, Fayetteville Technical Community College, Goodyear Tires, Home Depot, Lowe's Home Improvement, Marlboro County, South Carolina School system, Methodist University, PWC, Sam's Wholesale Club, Sentel Corporation, Smithfield Foods and Walmart Vision Center. Staff also provided small business owners with ways to improve their businesses.

### Customer Comments/Success Stories:

IS Library Associate Joselyn Williams helped a customer quickly retrieve, update and print a new resume for the DSS job fair. The grateful customer returned to tell Williams that he landed the job!

IS Library Associate Michele Lockleair helped a customer with an online Walmart application at the DSS *March to Work* job fair. He did not speak English so he was having difficulty understanding some of the application questions. He was very appreciative and thanked Lockleair several times for the assistance.

### NCWorks News:

Many thanks to the staff from the *NCWorks Career Center* who assist job seekers with online applications and résumé help at the Internet Job Café at the DSS job fair.



### STATISTICS:

MARCH 2017 JOB & CAREER PROGRAMS/ACTIVITIES	# of Activities	Attendance
✓ Adult Programs (Writers' Workshop, 3D Modeling with TinkerCAD and Internet Job Café)	6	246
✓ Young Adult Programs (Career Shadowing for Career & Technical Education Classes, Workforce Development Services for Youth, Career Exploration at Lewis Chapel Middle School, Financial Literacy and Budgeting Connections of Cumberland County, Great Stories Club at Ramsey Street High School and Cumberland County Regional Juvenile Detention Center)	7	181
✓ Computer Literacy Programs (Beginning and Intermediate Word and Excel)	9	35
✓ Small Business Programs (Hobby to Wholesale & How to Start a Home-Based Business)	2	25
✓ Outreach Programs (DSS March Into Work Job Fair)	1	381
✓ Book-A-Librarian Sessions (one-on-one training on resumes, computer skills, job search, etc.)	59	61
<b>Totals:</b>	<b>84</b>	<b>929</b>

<b>Online Job &amp; Career Resource Guide Usage</b>	<b>3,325</b>
<b>Career related Database Searches</b> (sessions included where searches are not reported)	<b>1,344</b>
<b>Career related Reference Questions</b>	<b>392</b>