

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

Highlights:

November's Book-A-Librarian sessions provided assistance for 56 customers that included: job applications, resumes and cover letters and a *Microsoft Excel* refresher in preparation for a skills test at the customer's place of employment. Customers received help with their applications to the following places: Cumberland County Government, U.S. Department of Defense, U.S. Postal Service, DHL Express, Burger King, Coca Cola, Murphy USA, Sam's Club, SYSTEL Business Equipment, Walmart Distribution Center, Walmart stores and Zaxby's restaurant. Staff also assisted applicants with applying for positions such as a federal translator and a medical assistant. Customers learned how to use online resources in preparation for the Allied Health admissions exams, and others were provided articles about employment, recruitment and planning, along with job training videos and foreign language books to help with career advancement.

Customer Comments/Success Stories:

A customer at West Regional library was stressed due to the pressure of short notice to print her resume for an interview. With only one hour to complete it and get to her appointment, she received help from Library Associate Dawn Walcott. The following week the customer returned to tell Walcott that she got the job and to thank Walcott for her excellent customer service, especially due to the tight deadline.

For several weeks a customer had been coming into the East Regional library to search and apply for jobs. In November, she told library staff that she had a job interview the following week and was hopeful about being hired. She was very grateful and wanted to thank everyone for helping her with her employment search.

NCWorks News:

The Bordeaux library hosted two programs for job seekers presented by Dr. Stacy Davis. **Identifying Your Job Skills Sets** helped individuals examine and identify job skills and compatibility with the needs of potential employers. The program also helped them clarify their career goals. The **Preparing for the Job Interview** program offered a panel discussion and one-on-one help about the "dos" and "don'ts" of interviewing. The program included mock interviews and tips for appropriate interview attire.



The Hope Mills library presented a **Teen Resume Workshop** to help young adults create resumes to highlight their skills even if they did not have a work history. The workshop also taught teens how to complete job applications and dress appropriately for interviews.

The Cliffdale Regional library hosted **Business Plan 101** on how to complete a business plan. Topics included: executive summaries, products and services, marketing, financials and operations. The program was designed to address the "what, why and how" of planning to better prepare owners for building sustainable businesses that are ready to grow.

STATISTICS ~ November 2017 Job & Career Programs/Activities	# of Activities	Attendance
✓ Adult Programs (From Slush Pile to Shelf: An Exploration of the Publication Process, Identifying Your Job Skill Sets and Preparing for the Job Interview)	3	7
✓ Outside Adult Programs (Write On, Right Now)	1	7
✓ Computer Literacy Programs (Computers for the Absolute Beginner, Advanced Word: Mail Merge, Intermediate Excel: Charting, PowerPoint for the Absolute Beginner and Word for the Absolute Beginner)	5	15
✓ Small Business Programs (Business Plan 101)	1	32
✓ Book-A-Librarian Sessions (one-on-one training on Resumes, Computer Skills & Job Search, etc.)	48	56
Totals:	58	117

Online Job & Career Resource Guide Usage	2,549
Career related Reference Questions	238