

## April 2018 Workforce Development Activities Cumberland County Public Library & Information Center

### Highlights:

Staff assisted 52 customers with job applications, resumes and cover letters for area businesses such as Barnhill Contracting, Big Lots, BJ's Wholesale, Burger King, Cape Fear Valley Health, Dollar Tree, Fayetteville State University, Harris Teeter, Harris Teeter, a language translating service job, Lowe's Home Improvement, Pilgrim's Pride, a security services company, Service Source Inc., Sonic Drive In, the U.S. Postal Service, Vectrus, Walgreens, and Walmart through the Book-A-Librarian service. Staff also helped customers learn about and use apps for small businesses, and provided information and resources for rental property management. Additionally, staff assisted customers with locating study materials for military testing, information and resources for project management and resources for *NCWorks*.

### Customer Comments/Success Stories:

A customer told IS Librarian I Kelly Lindsay that a friend had copied the library's *Local Job Leads* a couple of weeks prior. The customer found and applied for job leads she found in the book. On the previous day, this customer had been granted an interview. Before coming into the library she received a call and had been offered the job. She came in to the library to thank staff.

Librarians Emma Pinault, Tonya Minor, and Library Associate Jacquelyn Moore helped a customer over the course of several days to update, format and submit a portfolio of various documents in order to have a certification renewed for her employment. A few days later she came back to thank the staff and to say that her portfolio had been submitted and approved.

### NCWorks News:



The Cliffdale library hosted the program **What to Expect When Expecting a Small Business Loan**. This program, presented by CEED and WBC Business Counselor Stuart Walters, answered questions such as the differences between lenders, start-up loans and existing business loans. The program covered the importance of personal credit to business loans, whether a loan is feasible, how to prepare for the loan application and what entities can assist locally with the loan process. The program also provided information regarding free credit counseling at CEED.

The West Regional and Spring Lake libraries presented computer classes on Microsoft Word to senior citizens at local community centers. Library staff also presented computer training for participants in the Senior Community Service Employment program.

STATISTICS ~ April 2018 Job & Career Programs/Activities	# of Activities	Attendance
✓ Outreach Programs (Small Business Networking Breakfast)	1	45
✓ Computer Literacy Programs (Excel for Beginners, Internet for the Absolute Beginner, Senior Geek Squad: Word for the Absolute Beginner, Intermediate Excel: Charting, Microsoft Publisher for Beginners, Senior Geek Squad: Intermediate Word)	6	22
✓ Small Business Programs (Small Business Networking Breakfast, What to Expect When Expecting a Small Business Loan, Microsoft Publisher for Beginners, Intermediate Word)	4	65
✓ Book-A-Librarian Sessions (one-on-one training on Resumes, Computer Skills, Job Search, etc.)	45	53
<b>Totals:</b>	<b>57</b>	<b>185</b>

<b>Online Job &amp; Career Resource Guide Usage</b>	<b>2,258</b>
<b>Career Related Reference Questions</b>	<b>362</b>