

August 2018 Workforce Development Activities Cumberland County Public Library & Information Center

Highlights:

August's Book A Librarian sessions include staff assisting 87 customers with job applications, resumes and cover letters to area businesses such as BJ's Wholesale, Brosnan Risk, Burger King, the City of Charleston, Cumberland County government, Cumberland County Schools, CVS, DAK Americas, Family Dollar, the City of Fayetteville, Food Lion, a position on Fort Bragg, the Greer Group, Journeys, McDonald's, a medical receptionist position, Purolator, RHA, Sam's Club, Sears, a sewing job, the Staffing Alliance, the US Postal Service and Walmart. Staff also helped customers create presentations for work, create fliers for a small business, improve computer skills for employment requirements and register for *NCWorks*.

Customer Comments/Success Stories:

IS Librarian I Gaby Kienitz helped a customer with an application to Walmart. A couple of weeks later the customer told library staff that he got the job and wanted to thank Kienitz for the assistance.

Several Hope Mills staff members helped a customer work on his resume and several job applications. The staff also helped him improve his computer skills. The man came back to the branch to thank the staff for the assistance and informed them that because of their help he was now working at NAPA Auto Parts. He also said that because of the computer training he received from library staff, he felt more confident in using computers in his new job.

NCWorks News:



North Regional library hosted the program, **Small Business Financial Literacy: Small Business Loans, What to Expect Before You Apply**. The program, presented by CEED staff, was designed to inform current and potential small business owners about start-up loans, loans for existing businesses, the importance of credit scores and how to determine how large of a loan you can afford.

Several branches, including East, Headquarters, Cliffdale, Spring Lake and West taught a variety of computer literacy and office software programs to customers both inside the libraries and at community centers. One of the goals of these classes was to help customers, including job seekers, improve their skills and abilities and become more hireable as they seek new or different employment opportunities.

STATISTICS ~ Monthly Job & Career Programs/Activities	# of Activities	Attendance
✓ Computer Literacy Programs (Internet for the Absolute Beginner, PowerPoint, Intermediate PowerPoint)	3	10
✓ Small Business Programs (Small Business Financial Literacy: Small Business Loans, What to Expect Before You Apply)	1	8
✓ Book A Librarian Sessions (one-on-one training on Resumes, Computer Skills, Job Search, etc.)	80	87
Totals:	84	105

Online Job & Career Resource Guide Usage	2,330
Career Related Reference Questions	374