

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

### Highlights:

December's Book A Librarian sessions include staff assisting 49 customers with job applications, résumés and cover letters to businesses such as Butterball, Carlie C's, KFC Restaurants, Lyft, Madicorp, Service Source, Inc., Target, Waffle House, Walmart and WIS Inventory. Staff also helped two separate business owners design and edit menus for their restaurants and helped another aspiring small business owner with documents for his photography business. Additionally, staff helped other owners of small businesses: submit paperwork to the NC Secretary of State, find books and information on beginning and growing a successful business, including CEED and FTCC Small Business Center resources.

### Customer Comments/Success Stories:

A customer handed an envelope to IS Librarian II Nathan Whitt and asked, "Remember all the studying I did here? Open it up." Inside was her cosmetology license. She explained that her daughter had encouraged her to study for the license. "Now I can sleep at night," she said. She said she wanted to thank all the staff who helped her with computers and finding information during her study sessions.

IS Librarian I Megan Edwards helped a customer search for jobs online and to complete applications. The customer returned to tell her that he was now employed as a bus driver and to thank her for helping him get the job.

### NCWorks News:

Cliffdale library hosted a **Job Seeker's Club**. Participants received help with job searches, résumés and job applications. Attendees also had the opportunity to build networks and receive encouragement and support from other job seekers.



Several library branches presented **Geek Squad** programs in the community. These programs provide opportunities for customers to learn about Microsoft Word, Excel and other technologies that can help improve job marketability.

STATISTICS ~ Monthly Job & Career Programs/Activities	# of Activities	Attendance
✓ Computer Literacy Programs (Internet for the Absolute Beginner, Intermediate Word, Word for the Absolute Beginner)	3	17
✓ Adult Program (Job Seekers Club)	1	3
✓ Book-A-Librarian Sessions (one-on-one training on Résumés, Computer Skills, Job Search, etc.)	41	49
<b>Totals:</b>	<b>45</b>	<b>69</b>

<b>Online Job &amp; Career Resource Guide Usage</b>	<b>1,321</b>
<b>Career Related Reference Questions</b>	<b>231</b>