

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

Highlights:

This month 65 individuals received help through the library's Book-A-Librarian service. Assistance was provided for job applications, resumes and cover letters to businesses such as ADS Security, Arby's, Blue Source Solar, Butterball, Dollar General, Forever 21, Ft. Bragg, Harnett Health, K & W Cafeteria, Kelly Services, Lowe's Home Improvement, Pruitt Health, Walmart and an employment opportunity in the Middle East. Staff helped several teen customers access and print Worker Permits and other teens with little work experience learned how to create resumes that highlight high school achievements. Additionally, customers learned how to create business forms using MS Word and how to access military testing materials.

Customer Comments/Success Stories:

Library Associate Christopher Robinson worked with a customer for a few months to find employment by helping her update her resume, providing interview tips, answering questions about job applications and helping print and scan related documents. This month, the customer told Robinson that she was hired as a Correctional Officer at the NC Department of Corrections and thanked him for his patience and assistance, stating, "We did it, didn't we!"

For the past several months, IS Librarian I Matthew Kleven has been teaching computer classes at the Senior Community Service Employment Program to help older adults improve their job skills. At the end of the class this month, an attendee told Kleven, "I have learned more in this one session than I have EVER learned."

NCWorks News:

Bordeaux library hosted the program **Veteran Employee Assistance**, which was presented by *NCWorks* Veteran Career Advisor Raymond Godsave. Godsave explained how *NCWorks* assists veterans in becoming job-ready and how to find employment opportunities.



The Cliffdale Headquarters libraries hosted small business programs. In **Business Plan 101**, attendees learned the particulars of planning to help them build and grow *sustainable* small businesses. Dina Simcox, Specialty Leasing Manager for Cross Creek Mall presented, **Grow Your Small Business at the Mall**, for business owners to learn about setting up creative pop-up spaces or short-term retail leasing alternatives.

STATISTICS ~ February 2018 Job & Career Programs/Activities	# of Activities	Attendance
✓ Adult Programs (Veteran Employment Assistance)	1	5
✓ Outside Young Adult Programs (Juvenile Detention Center)	1	15
✓ Small Business Programs (Business Plan 101, Grow Your Small Business at the Mall, Personal Budgeting and Financial Planning for the Future)	3	33
✓ Book-A-Librarian Sessions (one-on-one training on Resumes, Computer Skills, Job Search, etc.)	58	61
Totals:	63	114

Online Job & Career Resource Guide Usage	2,546
Career Related Reference Questions	381