

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

Highlights:

January's Book-A-Librarian sessions included assisting 60 customers with job applications, resumes and cover letters to area businesses such as Applebee's, Big Lots, County of Cumberland, Cumberland County School Schools, Fayetteville State University, Food Lion, Goodyear, Hardee's, Kelly Services, McDonalds, Pruitt Health, Regis Hairstyling, Right 1 Direction, Ruby Tuesday, Sam's Club, Smithfield Foods, ST Wooten Corporation, TJ Maxx, the U.S. Department of Veterans Affairs, Walmart and Wendy's. Staff helped customers register with *NCWorks*, create business fliers, generate spreadsheets to track business payments, and information on how to develop business plans. Customers learned how to use the new *Testing and Education Center* online resource to prepare for career exams.

Customer Comments/Success Stories:

IS Library Associate Joselyn Williams met with a customer who recently moved here from Greenville. Williams offered the customer assistance with applying for jobs online and after successfully completing a few applications, the customer returned to thank Williams and let her know that she had been hired.

IS Librarian I Kelly Lindsay helped three customers apply for jobs at Big Lots and Ruby Tuesday. Lindsay helped them create online accounts and complete the online applications. As they were leaving the library, they thanked Lindsay saying she was a "wiz" and that they couldn't have done it without her.

NCWorks News:

The Cliffdale Regional library hosted the **What to Expect When Expecting a Small Business Loan** program. The program, which was presented by CEED and WBC Business Counselor Stuart Walters, provided information about the differences between lenders, the differences between start-up loans and existing business loans, why personal credit is important to business loans, if a loan is feasible, how to prepare for the loan application and what local entities can assist with the lending process. The program also included information about CEED's free credit counseling.



The library's Emerging Adult Services Specialist Kohnee Harmon conducted a resume building class to youth at the Cumberland County Juvenile Detention Center.

STATISTICS ~ January 2018 Job & Career Programs/Activities	# of Activities	Attendance
✓ Outside Young Adult Programs (Juvenile Detention Center)	1	13
✓ Computer Literacy Programs (Computers for the Absolute Beginner)	1	4
✓ Small Business Programs (What to Expect When Expecting a Small Business Loan)	1	6
✓ Book-A-Librarian Sessions (one-on-one training on Resumes, Computer Skills, Job Search, etc.)	51	60
Totals:	54	83

Online Job & Career Resource Guide Usage	2,662
Career related Reference Questions	256