

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

Highlights:

July's Book-a-Librarian sessions included staff assisting 105 customers with job applications, résumés and cover letters to area businesses such as BJ's Wholesale Club, Care.com, Chubb's Appliances, Conti Construction, Cumberland County government, Dollar Tree, Dominos Pizza, Family Dollar, the City of Fayetteville, a federal government job, Goodyear Tires, the Greer Group, Hardee's, Hendrick's Chrysler Jeep, Manpower Staffing, jobs in the medical field, Mountaire Farms, Sears, Sonic Drive-In, the United States Post Office, Walmart Distribution Center, Walmart stores, Wendy's, and Zaxby's. Staff also helped customers find and enroll in job training classes, register and apply for jobs with *NCWorks*, access training exams for nursing examinations and licensing, create documents such as menus, fliers, and letter head for small businesses, and create résumés in the library's *Testing and Education Reference Center* resource. Additionally, staff helped a bilingual family translate, edit and format a résumés for a job interview.

Customer Comments/Success Stories:

Over the course of several months, a regular customer at Bordeaux library attended computer classes and Book-a-Librarian sessions to improve her job skills. Staff also assisted the customer with job searches and applications. Recently, IS Library Associate Lisa Dean saw the customer working in a local store. She thanked Dean and the other staff at Bordeaux for all their assistance with her job search.

A regular customer at Cliffdale library told IS Librarian II Nathan Whitt that he had been hired into a position at Womack hospital. "It was a long process, but my first day is tomorrow." The customer thanked Whitt for all of the assistance throughout the hiring process, from searching job sites to navigating the application process to scanning required paperwork.

NCWorks News:



Headquarters library and Hope Mills library both hosted résumé workshops to help job seekers improve their chances at employment. Staff from *NCWorks* presented advice and strategies for job seekers at Hope Mills and at Headquarters. Library staff showed job seekers how to update résumés in order to showcase and advertise their skills in ways that invite interview requests.

Cliffdale library hosted the program **Business 101 & Orientation**. The program, presented by CEED staff, was designed to assist socially and economically disadvantaged people start and/or expand small businesses and covered topics such as the costs of starting small businesses, the steps needed to start small businesses, business plans, and what lenders look for in small business loan applicants. North Regional library hosted the program **Small Business Financial Literacy: Credit and Personal Budget Workshop**. This program, also presented by CEED staff, taught small business owners about credit, budgeting and financial planning for the future.

STATISTICS ~ Monthly Job & Career Programs/Activities	# of Activities	Attendance
✓ Adult Programs (Résumé Workshop, Rock Your Résumé)	2	9
✓ Small Business Programs (Small Business Financial Literacy: Credit 101 and Personal Budget Workshop, Intermediate PowerPoint, Business 101 & Orientation, Create Beautiful Designs with Canva)	4	29
✓ Book-A-Librarian Sessions (one-on-one training on Résumés, Computer Skills, Job Search, etc.)	97	105
Totals:	103	143

Online Job & Career Resource Guide Usage	2,422
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Career Related Reference Questions	403
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