

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

Highlights:

June's Book-A-Librarian sessions included staff assisting 81 customers with job applications, résumés and cover letters to area businesses such as Bryan Honda, Burke's Outlet, Cumberland County, Eaton Corporation, a job on post at Ft. Bragg, the Greer Group Staffing & Employment Agency, Harris Teeter, a job in the health care field, Hoke County DSS, Kelly Services, Kelly Springfield, a local law firm, Lifeway Christian Store, Mack Maids Service, McDonalds, jobs in the Ob-Gyn Nursing field, PeopleReady Staffing Agency, Sanderson Farms, Sears Roebuck, the State of North Carolina, United Rentals, USAjobs.gov, Waffle House and Walmart. Staff also helped customers create documents for their small business websites and letterhead for small business documents. Additionally, staff helped customers prepare presentations for their jobs, prepare for employment-required certifications and exams, and learn about computer basics for job-related requirements.

Customer Comments/Success Stories:

IS Library Associate Joselyn Williams had been assisting a customer with online job applications. The customer stopped by to let Williams know that thanks to her help she had gotten a job with Smithfield Packing. She told Williams, "Ms. Joselyn, thank you. You are always here to help me and I really appreciate you!"

A customer asked IS Librarian II Nathan Whitt for help with printing a résumé from her smartphone. She had an interview in 45 minutes and was nervous and stressed about it. Whitt helped her print her résumé using the library's new mobile printing service and she still had time to spare. She thanked Whitt and told him, "I feel so much better now," and left the library smiling.

NCWorks News:



Headquarters Branch Manager and Small business Coordinator Jane Casto hosted the **Small Business Financial Literacy** series programs at Cliffdale and West branch libraries. The **Small Business Loans: What to Expect Before You Apply** program, presented by the Center for Economic Empowerment & Development (CEED) and WBC Business Counselor Stuart Walters, provided answers about start-up loans, loans for existing businesses, the importance of the credit score and how to determine how big a loan a small business owner can afford. The **Business Plans 101** program, presented by CEED Counselor Ryan Backus, provided information about the key components of a business plan and also provided attendees with resources to get started on their businesses.

Cliffdale Library hosted the **Truck U: Menu 101/Cost per Unit** program which provided information on strategies for creating effective food truck menus, including how to determine what should be offered on menus, how to make sure customers know a business's signature item, how to calculate the cost of each item, how to price a menu and how to display offerings to potential customers.

STATISTICS ~ Monthly Job & Career Programs/Activities	# of Activities	Attendance
✓ Outreach Programs (One Million Cups of Coffee)	1	30
✓ Computer Literacy Programs (Intermediate Word, Advanced Word: Using Graphics to Create Advertisements)	2	4
✓ Small Business Programs (Truck U: Menu 101/Cost Per Unit; Small Business Financial Literacy: Small Business Loans: What to Expect Before You Apply; Small Business Financial Literacy: Business Plans 101; Advanced Word: Using Graphics to Create Advertisements; One Million Cups of Coffee)	5	66
✓ Book-A-Librarian Sessions (one-on-one training on Résumés, Computer Skills, Job Search, etc.)	81	84
Totals:	89	184

Online Job & Career Resource Guide Usage	2,325
Career Related Reference Questions	333