

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

### Highlights:

The library collaborated with the Cumberland County Department of Social Services (DSS) to provide an internet job café as part of the *March Into Work Job Fair* on March 21. Library staff set up 35 computers to assist 117 job seekers with online applications and resumes. Information about the *NCWorks* job portal, library services and resources were shared with 322 job seekers.

Book-A-Librarian sessions helped 65 customers with job applications, resumes and cover letters to businesses such as Advance Auto Parts, BJ's Wholesale Club, Butterball Foods, Cape Fear Valley Health, FAST (Fayetteville Area System Transit), Fayetteville State University, federal government jobs, health care administration jobs, McDonald's, phlebotomist jobs, Taco Bell, theme parks in Orlando, Florida, Walgreen's, Walmart and Wendy's. Staff helped customers with information about developing business plans, setting up *Skype* accounts for interviews and how to start a business. Additionally, staff taught some customers about the processes for self-publishing books.

### Customer Comments/Success Stories:

IS Library Associate Lisa Dean reviewed a young man's resume at the *March to Work Job Fair*. Later he told Dean that he had been hired as a result of an interview at the event. One customer at the Hope Mills library told IS Librarian I Sabrina Taylor that she had put in an application with a company at the *Job Fair* and the following day was called to schedule an interview. A job fair attendee told Branch Manager Birch Barnes, "This job café is awesome! You are doing a good thing."

### NCWorks News:



To help prepare customers for the *March Into Work Job Fair*, the Hope Mills library staff presented **Job & Career Resources at the Library** where customers learned about the library's job & career resources, received assistance with resumes and help with interview preparation. The West Regional library presented **Job Search Skills** to help customers develop and improve job searching skills and strategies.

The Headquarters library offered **Job Search Boot Camp** and **Writing Killer Resumes and Cover Letters**; the latter program offered secrets on writing effective resumes and guidance about when and if to include cover letters. **Acting the Interview** provided proven techniques on how to answer even the most terrifying interview questions. The Cliffdale Regional library hosted **FTCC Lunch and Learn** with the Small Business Center that included an introduction to the library's resources for small businesses, as well as **From Combat Boots to Work Shoes** where *NCWorks* staff provided resources and guidance for veterans transitioning to the civilian workforce.

STATISTICS ~ March 2018 Job & Career Programs/Activities	# of Activities	Attendance
✓ Outside Young Adult Programs (Juvenile Detention Center)	1	15
✓ Outreach Programs (DSS Job Fair, FTCC Small Business Center NC Dept. Rev. Seminar, FTCC Small Business Center Lunch and Learn)	4	350
✓ Computer Literacy Programs (Job & Career Resources at the Library, Senior Geek Squad: Excel for the Absolute Beginner, Senior Geek Squad: Intermediate Excel, Job Search Skills, Creative Graphics in Word, Excel for the Absolute Beginner)	6	23
✓ Small Business Programs (Business Plan Financial Projections)	1	6
✓ Book-A-Librarian Sessions (one-on-one training on Resumes, Computer Skills, Job Search, etc.)	65	67
<b>Totals:</b>	<b>77</b>	<b>461</b>

<b>Online Job &amp; Career Resource Guide Usage</b>	<b>2,620</b>
<b>Career Related Reference Questions</b>	<b>361</b>