

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

### Highlights:

May's Book-A-Librarian sessions include staff assisting 56 customers with job applications, resumes, and cover letters to area businesses such as BEST Shared Services Call Center, Cape Fear Valley Health, Cumberland County School system, Diamond Constructors, Estes Trucking, Excel Nursing, Family Dollar, Home Instead Healthcare, jobs at Fort Bragg, Lyft, McDonald's, NC Dept. of Motor Vehicles, Omni Source, PeopleReady, Save-A-Lot, Smithfield Foods, Taco Bell, Walmart and the YMCA. Staff also provided customers with information on creating resumes in the new Testing and Education Reference Center (TERC) database, guidance on creating *NCWorks* accounts and information about obtaining and completing youth work permits.

### Customer Comments/Success Stories:

Librarian I Theresa Wagner worked with a customer over a period of weeks to help the customer create an *NCWorks* account, improve her technology skills and help her with job search strategies. The customer contacted Wagner recently to thank her and to share that she had just been offered a job working at one of the schools on Fort Bragg.

Information Services Library Associate Joselyn Williams helped a customer create and customize a resume and then load it to USAJOBS. A few days later, the customer returned to tell Williams that she had just gotten a job with the local VA Medical Center. She thanked Williams telling her, "I could not have done this without your help, Joselyn!"

### NCWorks News:

One hundred twelve individuals attended the library's Vocational Job Fair for teenage and young adult job seekers. Library staff taught classes on *Interviewing Skills* and *Creating Effective Resumes* and also helped job seekers complete online applications.



The Cliffdale library hosted **Is Owning a Franchise Your Shortcut to Success?** presented by CEED. This program discussed franchise options for small business owners.

Headquarters Manager Jane Casto attended the **PWC Small Business Rally** and promoted the library's small business resources to 103 small business owners.

STATISTICS ~ Job & Career Programs/Activities	# of Activities	Attendance
✓ Young Adult Programs (Vocational Job Fair, Resume Review, Internet Job Café, Interview Skills)	4	134
✓ Outside Adult Programs (Senior Geek Squad: Intro to Social Media)	1	3
✓ Outreach Programs (PWC Small Business Rally)	1	103
✓ Computer Literacy Programs (Computers for the Absolute Beginner)	2	7
✓ Small Business Programs (Is Owning a Franchise Your Shortcut to Success, PWC Small Business Rally)	2	108
✓ Book-A-Librarian Sessions (one-on-one training on Resumes, Computer Skills, Job Search, etc.)	53	54
<b>Totals:</b>	<b>63</b>	<b>409</b>

<b>Online Job &amp; Career Resource Guide Usage</b>	<b>2,448</b>
<b>Career Related Reference Questions</b>	<b>440</b>