

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

Highlights:

November's Book A Librarian sessions included staff assisting 53 customers with job applications, résumés and cover letters to businesses such as Academy Sports, Allied Van Lines, Burlington Coat Factory, Cumberland County Schools, Dollar General, PetSmart, UPS, the United States Post Office, Walmart and Womack Army Medical Center. Staff also helped customers create brochures for their businesses.

Customer Comments/Success Stories:

IS Librarian I Brianna Davis assisted a customer with an employment application to Dollar General. The customer had been assisting sick family members for several years and wanted to return to the workforce after a ten year absence. Davis helped her with explaining and listing various work experiences and helped her navigate the online application. Just over a week later the customer returned to tell Davis that she had been hired for the position.

IS Librarian I Sabrina Taylor helped a customer format and update a résumé for a job interview. Later that day, the customer called to tell Taylor that she had used that résumé and had been hired for the job.

NCWorks News:

IS Librarian II Emma Pinault at East Regional library presented a small business training on the Simply Analytics and Reference USA at the Fayetteville State University Veteran's Business Outreach Center.



Headquarters Branch Manager and Small Business Coordinator Jane Casto hosted the program Small Business Financial Literacy: Credit 101 and Personal Budget Workshop. This program was presented by CEED and WBC Business Counselor Stuart Walters answered questions about business credit, budgeting and the importance of financial planning.

STATISTICS ~ Monthly Job & Career Programs/Activities	# of Activities	Attendance
✓ Young Adult Outside Programs (Juvenile Detention Center)	1	8
✓ Computer Literacy Programs (PowerPoint for the Absolute Beginner)	1	3
✓ Small Business Programs (Small Business Financial Literacy)	1	1
✓ Small Business Outside Programs (Small Business Resources)	1	12
✓ Book-A-Librarian Sessions (one-on-one training on Résumés, Computer Skills, Job Search, etc.)	49	53
Totals:	53	77

Online Job & Career Resource Guide Usage	1,816
Career Related Reference Questions	279