

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

Highlights:

October's Book A Librarian sessions included staff assisting 74 customers with job applications, résumés and cover letters to businesses such as Aramark, Bed Bath & Beyond, Cumberland County Government, Cumberland County Schools, Food Lion, Department of Homeland Security, Manpower Staffing, MJ Soffe, Olive Garden, RHA Health Services, Ruby Tuesday's, Sprouts Farmer's Market, Wendy's and Womack Medical Center (Fort Bragg). Staff also helped customers find resources and practice tests to improve job skills.

Customer Comments/Success Stories:

Staff at Bordeaux library have been assisting a customer for several months in her search for employment. This month the customer had an additional request – that staff help her complete some of her online hiring paperwork. She is now employed and expressed her appreciation to the library staff for their assistance.

IS Librarian II Nathan Whitt, at Cliffdale Regional library, worked with a customer on her job search for about 18 months. Throughout the process she learned how to navigate employment sites, update her résumé, scan application documents and apply for potential jobs. This month, she returned to the branch to show Whitt her ID badge for her new job and on the verge of tears, she thanked Whitt for his patience and assistance in helping her find employment.

NCWorks News:



The library presented a **Job Prep Workshop** with experienced library staff reviewing and providing positive feedback to help customers improve their résumés. Experienced staff also demonstrated how to register and begin searching for jobs in *NCWorks*. County Human Resources staff taught tips and strategies to help customers make strong, positive impressions during job interviews.

Headquarters Manager and Small Business Coordinator Jane Casto hosted the **Small Business Financial Literacy: Small Business Loans, What to Expect Before You Apply** program. This program, presented by CEED and WBC Business Counselor Stuart Walters, answered questions about start-up loans, loans for existing businesses, the importance of credit scores and methods for determining how big of a loan a small business owner can afford.

IS Librarian I Matthew Kleven at Bordeaux library hosted two programs: **The Tax-savvy Approach for Your Business**, and **Start and Grow Your Online Business**. In the first program customers learned about strategies that help maximize profits and in the second program a certified financial literacy educator discussed how to start an internet-based business.

STATISTICS ~ Monthly Job & Career Programs/Activities	# of Activities	Attendance
✓ Adult Programs (Résumé Workshop, Break Through VA Red Tape with VetNow, Job Prep Workshop, Job Seekers Club)	4	28
✓ Computer Literacy Programs (Excel for the Absolute Beginner)	1	0
✓ Small Business Programs (Small Business Financial Literacy: Small Business Loans, What to Expect Before You Apply; The Tax-savvy Approach for Your Business; Start and Grow Your Online Business)	3	15
✓ Book-A-Librarian Sessions (one-on-one training on Résumés, Computer Skills, Job Search, etc.)	70	74
Totals:	78	108

Online Job & Career Resource Guide Usage	213
Career Related Reference Questions	303