

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

Highlights:

September's Book A Librarian sessions included staff assisting 46 customers with job applications, résumés and cover letters to area businesses such as A.C. Moore, City of Fayetteville, Cumberland County government, Fay Block, Foley Carrier Services, a position at Fort Bragg, Goodyear, INNOSOURCE, KFC, Lowe's Home Improvement, Methodist University, NC Industrial, the United States Postal Service and Walmart. Staff also helped customers create presentations for work, print résumés using mobile phone printing software, and assisted customers with obtaining and completing information for barber and cosmetology licenses. Additionally, staff helped a small business owner create eBay and PayPal accounts in order to begin selling products online.

Customer Comments/Success Stories:

IS Librarian I Robin Deffendall presented a résumé tips program and energized two attendees to work on their résumés. One customer had a lengthy gap in employment and wanted to find a way to break back into the medical office support field. Deffendall suggested that she volunteer at the Veteran's Administration office. A couple of weeks later, the customer emailed Deffendall to let her know that she inspired her and that since the program, she had been spending her time on writing better résumés. She also felt inspired and motivated by the suggestion to volunteer as a way to fill her employment gap.

NCWorks News:



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

IS Librarian I Matthew Kleven (Bordeaux branch) hosted two programs, **Financial Success Made Easy** and **Credit Repair Bootcamp 101**. Certified Financial Literacy Educator Kimberly McFarlane presented both programs. In the **Financial Success** program, McFarlane taught attendees simple strategies to help them minimize taxes, eliminate debt, cut down on expenses and discover uncommon cash flow sources. In the **Credit Repair** program, McFarlane taught attendees simple steps to boost their credit scores by 75 – 100 points and also taught them how to remove negative items from their credit reports.

In the **Write a Killer Résumé** program, IS Librarian I Robin Deffendall (West branch) taught job seekers how to polish their résumés and turn them into advertisements that showcase job seekers' value to the workplace.

STATISTICS ~ Monthly Job & Career Programs/Activities	# of Activities	Attendance
✓ Adult Programs (Job Seekers Club, Interview a Librarian, Write a Killer Resume; 4 programs were cancelled due to Hurricane Florence)	3	9
✓ Small Business Programs (Small Business Financial Literacy: Credit 101 and Personal Budget Workshop; 1 program was cancelled due to Hurricane Florence)	1	10
✓ Computer Literacy Programs (3 programs canceled due to Hurricane Florence)	0	0
✓ Book-A-Librarian Sessions (One-on-one training on Résumés, Computer Skills, Job Search, etc.)	42	46
Totals:	46	65

Online Job & Career Resource Guide Usage	1,636
Career Related Reference Questions	174