

## July 2019 Workforce Development Activities Cumberland County Public Library & Information Center

### Highlights:

July's Book A Librarian sessions include staff assisting 85 customers with job applications, résumés and cover letters to area businesses such as Butterball Foods, Cape Fear Valley Medical Center, Carlie C's, Circle K, Cowan Trucking, Cumberland County government, the Cumberland County Public School System, the Cumberland County Sheriff's Office, Denny's Restaurants, Dollar General, Fayetteville Technical Community College, Forty2, Manpower Staffing, Tractor Supply Store, the United States Department of Defense, USA Jobs, Walmart and Womack Medical Center. Staff also assisted customers with job-related certification testing, with creating PowerPoint presentations for a report at work and with how to use the Testing and Education Resource Center (TERC) database. Additionally, staff helped customers find information about and then get started on developing business plans.

### Customer Comments/Success Stories:

A customer stopped by North Regional library to thank IS Librarian I Lisa Dean for assistance in a job search. The customer, whom Dean had helped the previous week, told her, "Because you helped me, I was prepared and because I was prepared, I got the job!"

IS Librarian I Matt Kleven assisted a customer who had become discouraged in her job search. She had not gotten responses from previous applications and told Kleven that she was ready to give up on it. Kleven helped her develop a new résumé and also told her about job search websites on the library's Job & Career page. He also told her about the library's job leads notebook. After speaking with Kleven, the customer told him that she was excited again about her job search and was going to continue her job search efforts.

### NCWorks News:



Headquarters library, Hope Mills library, and West library hosted a range of job-related programs this month. In the Headquarters **NCWorks: Job Skills Training for Veterans** program, Carmel Jones from the NC Works Career Center presented job skills training and tips for veterans. This month's training focused on interviewing skills. In the Hope Mills **Résumés Assistance** program, an Army Community Service Employment Readiness Program representative presented tips on how to write résumés that grab the attention of employers. In West library's **Training on SimplyAnalytics and Reference USA** program, staff from the Fayetteville State University Veterans Business Outreach Center (VBOC) taught customers how they could use SimplyAnalytics and ReferenceUSA to help their small businesses.

STATISTICS ~ Monthly Job & Career Programs/Activities	# of Activities	Attendance
✓ Adult Programs (NCWorks: Job Skills Training for Veterans, Job Seekers Cafe, Résumé Assistance)	3	12
✓ Small Business Programs (Training on SimplyAnalytics and Reference USA for Fayetteville State University's Veterans Business Outreach Center)	1	2
✓ Book-A-Librarian Sessions (one-on-one training on Résumés, Computer Skills, Job Search, etc.)	80	85
<b>Totals:</b>	<b>84</b>	<b>99</b>

<b>Online Job &amp; Career Resource Guide Usage</b>	<b>2,030</b>
<b>Career Related Reference Questions</b>	<b>284</b>