

March 2019 Workforce Development Activities Cumberland County Public Library & Information Center

Highlights:

The library collaborated with the Department of Social Services (DSS) to provide an Internet Job Café at the *March Into Work Job Fair* on March 20. The library provided 35 computers to assist 119 job seekers with completing online applications and résumé help. Details of the *NCWorks* job portal and library programs, services and information was shared with 309 job seekers at the café and the library information booth.

March's Book A Librarian sessions include staff assisting 74 customers with job applications, résumés and cover letters to area businesses such as Auto Zone, Big Lots, Cape Fear Valley Medical Center, Carrabbas Restaurant, Circle K, Cumberland County Schools, Dollar General, Lowes Foods, Manpower Staffing, RHA Health Systems, the State of North Carolina, the State of Ohio, Uber, the United States Post Office and Walmart. Staff also assisted customers in applying for a Certified Nursing Assistant position, a driver's license examiner position, federal government jobs and warehouse jobs. Additionally, staff helped customers research business plans for a food truck business, use the TERC database to prepare for the USPS exam, find materials to help with a consulting business and print out training materials for a job-required exam.

Customer Comments/Success Stories:

After IS Librarian I Brianna Davis helped a job seeker update a résumé at the Internet Job Café during the DSS March Into Work job fair, the woman thanked Davis for her help and told her that the librarians helped make the job fair one of the best that she had attended.

IS Librarian I Heather Heady assisted a customer who had held a variety of jobs in different fields and was having challenges in creating a résumé. Heady suggested a "functional" résumé, which focused on the customer's job skills and experience instead of her job history. The customer was pleased with the suggestion and completed her résumé. A couple of weeks later, the customer came back to tell Heady that she had submitted the résumé to an employer and was hired on the spot.

NCWorks News:

The West Branch library also continued the **Job Search Bootcamp** series in March. The **Finding Insider Information on Employment Prospects** program taught customers how to do the research they need in order to gain a competitive edge, and the **Acting the Interview** program discussed proven techniques for answering even the most terrifying interview questions.



Headquarters Branch Manager & Small Business Coordinator Jane Casto hosted the program **Business Essentials: Vision Mapping**. This program, presented by a CEED business counselor, discussed components of business plans in a visual format and demonstrated how small business owners can use "Vision Mapping" to help lay out their business plans using a vision board format.

STATISTICS ~ Monthly Job & Career Programs/Activities	# of Activities	Attendance
✓ Outside Adult Programs (Internet Job Café, Job Search Boot Camp: Finding Insider Information on Employment Prospects and Job Search Boot Camp: Acting the Interview)	3	132
✓ Small Business Programs (Business Essentials: Vision Mapping)	1	14
✓ Book A Librarian Sessions (one-on-one training on Résumés, Computer Skills, Job Search, etc.)	72	74
Totals:	76	220

Online Job & Career Resource Guide Usage	2,038
Career Related Reference Questions	277