

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

Highlights:

October's Book A Librarian sessions include staff assisting 76 customers with job applications, résumés and cover letters to area businesses such as Carlie C's IGA, the Cumberland County school system, Family Dollar, Fayetteville Technical Community College, GNC, Hardee's, a home health agency, Lowe's Home Improvement, Strand Hospitality Services, Veterans Administration and Walmart. Staff also assisted customers with registering and completing trainings, classes and certifications required for employment, as well as helping customers find information about starting LLC companies and holding companies. Additionally, staff taught small business owners how to use *Simply Analytics* to research potential customer bases for their business.

Customer Comments/Success Stories:

Library staff assisted a customer seeking a career as a movie writer. The customer has a screenplay and wanted assistance with editing and proofreading the script, as well as information about the submittal process.

Several staff at East Regional library helped a customer who needed to complete the hiring process for a new job as a long-distance truck driver. Staff helped the customer with searching for and obtaining the necessary paperwork and documentation. Prior to coming to the library the customer had been stressed because without the paperwork, he would not be able to complete the hiring process. After receiving help from library staff, he stated, "They can't pay [the library staff] enough for the assistance that you gave me today."

NCWorks News:

Seventy-two individuals attended the library's **Vocational Job Fair** for teenage and young adult job seekers. Library staff taught classes on **Interviewing Skills** and **Creating Effective Resumes** and also helped job seekers with completing online applications.



Library staff hosted a **Job Seeker's Café**. Participants received help with job searches, resumes and job applications. Attendees also had the opportunity to build networks and to receive encouragement and support from other job seekers.

STATISTICS ~ Monthly Job & Career Programs/Activities	# of Activities	Attendance
✓ Young Adult Programs (Vocational Job Fair, Interview Skills for Teens, Resume Review for Teens, Internet Job Café for Teens)	4	72
✓ Adult Programs (Job Seekers Café, How to Search for Jobs Online)	4	16
✓ Book A Librarian Sessions (one-on-one training on Résumés, Computer Skills, Job Search, etc.)	71	76
Totals:	79	164

Online Job & Career Resource Guide Usage	1,836
Career Related Reference Questions	326