

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

### Highlights:

September's Book A Librarian sessions include staff assisting 75 customers with job applications, résumés and cover letters to area businesses such as Amazon, Burger King, Cumberland County Government, Hoke County Government, Home Depot, Lee County Government, Manpower Staffing, a Medical Technician position at Fort Bragg, jobs in the nursing field, Panera Bread, Target, teaching positions in North Carolina, the Veteran's Administration and Walmart. Staff also assisted customers with registering and completing trainings, classes and certifications required for employment. Additionally, staff helped several customers with developing marketing plans, fliers and other documents for their small businesses.

### Customer Comments/Success Stories:

Over the course of a few months, staff at Cliffdale library had been assisting a customer in her efforts to start her own child care business. Library staff helped her with researching information, developing and printing fliers for her business and positive encouragement. This month, the customer told library staff that her business was open and running. She stated that she "could not have done it without help from [the library]."

### NCWorks News:



Headquarters library hosted the program, *NCWorks: Job Skills Training for Veterans*. This program, part of a series presented by staff from *NCWorks*, focuses on different job skills that can help veterans in their employment search. This month's program focused on why and how veterans should dress professionally in their interactions with potential employers. Headquarters library also hosted the program **Business Essentials: Financial Essentials, Financial Projections**. In this program, the Center for Economic Empowerment and Development (CEED) Counselor Stuart Walters explained and provided examples of how to prepare and understand income statement projections for a business.

STATISTICS ~ Monthly Job & Career Programs/Activities	# of Activities	Attendance
✓ Adult Programs (NCWorks: Job Skills Training for Veterans and Job Seekers Café)	2	15
✓ Small Business Programs (Business Essentials: Financial Essentials and Projections)	1	9
✓ Book A Librarian Sessions (one-on-one training on Résumés, Computer Skills, Job Search, etc.)	72	75
<b>Totals:</b>	<b>75</b>	<b>99</b>

<b>Online Job &amp; Career Resource Guide Usage</b>	<b>2,071</b>
<b>Career Related Reference Questions</b>	<b>255</b>