

## February 2020 Workforce Development Activities Cumberland County Public Library & Information Center

### Highlights:

February's Book A Librarian sessions include staff assisting 44 customers with job applications, résumés and cover letters to area businesses such as Amazon, the 2020 U.S. Census, Lowe's Home Improvement, Manpower Staffing, Mary Kay, a job in the medical assistant field, a trucking company and the United States Post Office. Staff also assisted a customer who is starting her own photography company, a customer who wants to publish a book of poetry and a teenager who needed to obtain a Youth Employment Certificate from the NC Department of Labor.

### Customer Comments/Success Stories:

A customer at the Hope Mills library thanked Library Associate Jacob Toomey and told him that the assistance he provided helped her get a job.

A few days after attending the **Writing a Killer Résumé** class at North Regional library, a customer told IS Librarian I Robin Deffendall that the résumé he created in the class helped him begin getting calls for job interviews.

### NCWorks News:



The library worked with *NCWorks* and the 2020 Census to help provide a Census Job Fair.

The library presented 2 programs in partnership with CEED: a book discussion of Clifton Taulbert's and Gary Schoeniger's *Who Owns the Ice House? Eight Life Lessons from an Unlikely Entrepreneur* and **ICE House Entrepreneurship Training**. During the *Who Owns the Ice House?* program, participants discussed Taulbert's and Schoeniger's book and were challenged to begin thinking with an entrepreneurial mindset, to engage stakeholders and to build a community around entrepreneurial thinking.

In the **ICE House Entrepreneurship Training** program, CEED's ICE House facilitator, Suzy Hrabovsky, presented an experiential, problem-based learning program that combined more than ten years of research with firsthand experience drawn from a wide variety of successful "unlikely" entrepreneurs. She also exposed participants to the underlying thoughts and processes that enable entrepreneurs with limited resources to identify, evaluate and transform new ideas into successful endeavors.

STATISTICS ~ Monthly Job & Career Programs/Activities	# of Activities	Attendance
✓ Adult Programs (Writing a Killer Résumé)	1	4
✓ Small Business Programs ( <i>Who Owns the Ice House? Eight Life Lessons from an Unlikely Entrepreneur</i> , ICE House Entrepreneurship Training)	2	34
✓ Outreach Events (Chairman's Coffee at the Chamber of Commerce)	1	6
✓ Book A Librarian Sessions (one-on-one training on Résumés, Computer Skills, Job Search, etc.)	40	44
<b>Totals:</b>	<b>44</b>	<b>88</b>

<b>Online Job &amp; Career Resource Guide Usage</b>	<b>1,646</b>
<b>Career Related Reference Questions</b>	<b>229</b>