

## August 2016 Workforce Development Activities at the Cumberland County Public Library

### HIGHLIGHTS

August's Book-A-Librarian sessions included staff assisting 31 customers with employment applications to area businesses including Family Dollar, Womack Army Medical Center, Walmart, Harris Teeter, Dollar Tree, City of Fayetteville, Uber, Cargill, Dollar General, Pizza Hut, Bethesda Health Clinic, Cumberland County Schools and StaffMark Employment Agency.



Nineteen teens visited Headquarters library (photo left) with Workforce Development's Career Cruise. The teens enjoyed the tour and many personally thanked Emerging Adult Services Specialist, Jennifer Hatcher, for taking them to the different departments. One remarked, "I didn't know there were so many different kinds of jobs in the library. I only knew about the people at the desk."

### Customer Comments/Success Stories:

A customer told IS Librarian I Robin Deffendall that after several years she finally was offered a full-time job. She credited Deffendall's Job Search Boot Camp classes with giving her the skills she needed to obtain the job.

As IS Librarian I Billie Norman was completing a Book-A-Librarian session related to jobs & careers, she explained to the recently job-displaced woman how passwords worked and how to create safe but memorable passwords. "Oh," the woman exclaimed, "I feel so empowered. Thank you so much!"

### NCWorks News:

Programs & Services Division Manager Nora Armstrong attended a planning meeting led by NCWorks Career Pathways Facilitator Scott Panagrosso to discuss the establishment of the new Allied Health career path. Armstrong participated in a break-out session of the education communities to determine current collaborative efforts and the role of the library to provide resources for students to succeed in the program.

Library staff assisted eight customers with completing or updating resumes for employment, registered four people with NCWorks and taught seven customers computer-related skills to help improve employability.

### STATISTICS:

AUGUST 2016 JOB & CAREER PROGRAMS/ACTIVITIES	# of Activities	Attendance
✓ Adult Programs (Cover letters, resumes, Job Search Boot Camp, Career Readiness Certificate Training, NCWorks Basics)	6	32
✓ Computer Literacy Programs (PowerPoint, Excel, Word, Computer Basics, Internet Basics & Google)	14	86
✓ Small Business Programs (Marketing on a Shoestring Budget, Franchising & Entrepreneurial Career Options, Understanding Credit Score and Personal Budgeting)	10	57
✓ Outside – Young Adult Program (Juvenile Detention Center)	1	18
✓ Book-A-Librarian Sessions (One-on-one training on resumes, computer skills & job search)	50	54
<b>Totals:</b>	<b>81</b>	<b>237</b>

Online Job & Career Resource Guide Usage	3,586
Career related Database Searches (sessions included where searches are not reported)	811
Career related Reference Questions	468