

December 2016 Workforce Development Activities at the CC Public Library

HIGHLIGHTS



December's Book-a-Librarian sessions included staff assisting 25 customers with resumes and employment applications to area businesses including Applebee's, AutoZone, Cape Fear Staffing, Embassy Suites, SAS Institute, Inc., Target, UPS, Walmart, a freight broker business and a lawn care business. Additionally, library staff helped another eight customers improve career opportunities by training them on computer skills and knowledge of MS Office products. Staff also helped some customers prepare for ASVAB testing and another customer in finding an agent and publishing company for a book.

The Library collaborated with FTCC Division Chair of Simulation/Game Development, Stephen Umland and CollisionU Program Coordinator Paul Gage to present two library programs introducing FTCC's High School Connections and the Collision Repair and Refinishing Technology programs. Thirteen young adults attended these programs to learn about the educational opportunities of these career pathways.

Customer Comments/Success Stories:

A customer received assistance from several library staff members over the past 18 months with improving job skills, his resume and applying for jobs online. The customer was preparing to move out-of-state after accepting a position and thanked East Regional Branch Manager Birch Barnes for having the library as a resource helped in his job search.

Over a period of six months, a library customer worked with IS Librarian I Gaby Kienitz in many Book-a-Librarian sessions and was hired by PWC as a heavy equipment operator (his area of expertise). After submitting so many online job applications with Kienitz's help he was thrilled to finally say he got a job.

NCWorks News:

In December, the library collaborated with Workforce Development and ResCare to schedule programming for the first two months of 2017 to inform emerging adults ages 16 – 24 about services provided to teens at the Cumberland County NCWorks Center. The program, *Workforce Development Services for Youth* will discuss paid internships, bus passes, job referrals, scholarships and cash incentive.

STATISTICS:

DECEMBER 2016 JOB & CAREER PROGRAMS/ACTIVITIES	# of Activities	Attendance
✓ Adult Programs (Job Searching with NCWorks)	1	1
✓ Young Adult Programs (Jumpstart Your Career with FTCC's Collision Repair Program, Juvenile Detention Center, FTCC Connections: Game Development, Resume Workshop at Community Fair)	4	39
✓ Computer Literacy Programs (Internet Basics for the Absolute Beginner, Word for the Absolute Beginner, Intermediate Word, Intermediate PowerPoint, PowerPoint for Absolute Beginner)	5	18
✓ Book-A-Librarian Sessions (one-on-one training on resumes, computer skills, job search, etc)	35	39
Totals:	45	97

Online Job & Career Resource Guide Usage	2,620
Career related Database Searches (sessions included where searches are not reported)	1,265
Career related Reference Questions	336