

July 2016 Workforce Development Activities at the Cumberland County Public Library

HIGHLIGHTS:

July's Book-A-Librarian sessions included staff assisting 23 customers with employment applications to area businesses including Walmart, Papa John's Pizza, Sam's Club, Pizza Hut, Monarch Behavioral Health, Kangaroo, Cumberland County Public Library, Kentucky Fried Chicken and Cape Fear Valley Health. Library staff helped seven customers register for and/or search for employment with *NCWorks*. Library staff also helped several customers with technology skills that could help them with employment, such as Microsoft Word and using email.

Customer Comments/Success Stories:

From March 1, 2016 when the library began utilizing computers provided by Cumberland County Workforce Development to provide job and career classes through the end of Fiscal Year 2016, the library received 223 program comment cards. Of the 179 respondents to the statement: My ability to conduct a job search, update my skills and/or find information about a new career has improved, 98.8% (177) responded yes.

Comments included: "Class was very beneficial. What I learned today will help me at my job and duties at work."
 "This was extremely helpful. I've missed jobs because of not knowing..."

NCWorks News:

Library staff took a tour of the Fayetteville Technical Community College's Auto Collision & Refinishing Facility (CollisionU) in July to increase awareness of the *NCWorks* Transportation Career Pathway. The tour was very informative and those in attendance now have a better understanding



of the potential for Technical Track students to benefit from the Career Pathways initiative. A couple of interesting facts we learned are that the demand for women in the 40-50 possible careers in the transportation field is very high and the potential starting salaries begin around \$45,000 per year and can go as high as \$75,000 a year.

BusinessCalendar

JULY 18

- **NCWorks Build Your Resume:** 2 p.m., Cliffdale Branch Library. Information: cumberland.lib.nc.us.
- **Most Important Legal Questions Facing a Start-up Business:** 6 p.m., Fayetteville Tech Small Business Center. Information: 678-8496.

JULY 19

- **WBC Orientation:** 10 a.m., Center for Economic Empowerment & Development, 230 Hay St., Fayetteville. Help in starting a business. Information: Shannon Loper, CEED, sloper@ncceed.org or 323-3377.
- **NCWorks Build Your Resume:** 2 p.m., Cliffdale Branch Library. Information: cumberland.lib.nc.us.

JULY 28

- **NCWorks Register and Job Search:** 1 p.m., Hope Mills Branch Library. Information: cumberland.lib.nc.us.
- **Business After Hours:** 5:30 p.m., location TBD. Greater Fayetteville Chamber event. Information: kmoore@faybiz.com or 433-6775.

The Fayetteville Observer
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 2E SUNDAY, JULY 10, 2016
 JOBS & MONEY

STATISTICS:

JULY 2016 JOB & CAREER PROGRAMS/ACTIVITIES	# of Activities	Attendance
✓ Adult Programs (Franchising and Entrepreneurial Career Options, Resume Makeover, <i>NCWorks</i> Resume Creation and Job Searching)	6	12
✓ Computer Literacy Programs (PowerPoint and Excel)	4	28
✓ Small Business Programs (Improving Credit to Prepare for a Lender)	1	14
✓ Young Adult Outside Program (Juvenile Detention Center)	1	14
✓ Book-A-Librarian Sessions (One-on-one training on resumes, computer skills, job search, etc.)	37	39
Totals:	49	107

Online Job & Career Resource Guide Usage	3352
Career related Database Searches (sessions included where searches are not reported)	863
Career related Reference Questions	354