

November 2016 Workforce Development Activities at the CC Public Library



HIGHLIGHTS

November's Book-A-Librarian sessions included staff assisting 35 customers with computer skills, job searching and completing employment applications to several local businesses including Walmart, Cumberland County Government, D&D Trucking, Harris Teeter, Smithfield and Uber. An additional 31 library customers attended job and career and small business programs where they were introduced to *NCWorks* and learned computer skills, job searching, marketing a small business, and career development.

Customer Comments/Success Stories:

A customer approached IS Librarian I Matt Kleven to tell him she had gotten a job interview after he helped her with her resume. She said if it weren't for Kleven's help she never would have gotten the interview. She was excited about how well it went and she was waiting to hear from the company.

Bordeaux Branch Manager Mary DiRisio assisted a man who said he was looking for a job with a trucking firm. She showed him how to search online and then walked him through the application process. He came back every day for a week to use the computer to apply for trucking jobs. Several weeks later he returned to tell DiRisio that he had recently started driving a truck for a trucking firm and that it was the best job he'd ever had! He was very grateful that the public library has computers and friendly staff available to help customers.



NCWORKS and other NEWS:

Library Job & Career Coordinator Larry Gavin attended a meeting led by *NCWorks* Career Pathways Facilitator Scott Panagrosso to put the final touches on the grant application for the Allied Health Career Pathway.

Hope Mills Branch Manager MaryAnne Sommer has been appointed as the new Small Business Support Project Manager. Sommer will work with Library Associate Christopher Robinson to engage existing and aspiring entrepreneurs to help make their businesses successful by nurturing existing relationships within the local business community and establishing new partnerships to provide access to free technology, multiple business resources including *NCWorks* and regular programming.



STATISTICS:

November 2016 JOB & CAREER PROGRAMS/ACTIVITIES	# of Activities	Attendance
✓ Adult Programs (Note: 8 programs were cancelled due to Hurricane Matthew damage.)	0	0
✓ Young Adult Programs (So You Want to Be a Chef, FTCC High School Connections: Collision Repair)	3	15
✓ Computer Literacy Programs (Excel for the Absolute Beginner, Microsoft OneDrive, Intermediate Excel, Intermediate PowerPoint, PowerPoint for Absolute Beginner)	6	22
✓ Small Business Programs (Marketing on a Shoestring Budget)	1	6
✓ Book-A-Librarian Sessions (One-on-one training on resumes, computer skills, job search, etc.)	35	35
Totals:	45	78

Online Job & Career Resource Guide Usage	2,583
Career related Database Searches (sessions included where searches are not reported)	1,001
Career related Reference Questions	296