

December 2019 Workforce Development Activities Cumberland County Public Library & Information Center

Highlights:

December's Book A Librarian sessions include staff assisting 66 customers with job applications, résumés and cover letters to area businesses such as the Army & Air Force Exchange Service, Biscuitville, BJ's Wholesale Club, Cumberland County Government, CVS, Delta Airlines, Food Lion, a forklift operator at a local warehouse, Hardee's, HCS Renewable, K&W Restaurant, McDonald's, the NC Census, Walmart and Zaxby's. Staff also assisted customers prepare business plans, finding materials and tests to prepare for the ASVAB and for nursing exams and finding information about self-publishing books.

Customer Comments/Success Stories:

Earlier in December, IS Librarian I Heather Heady helped a customer navigate some technical issues with a job application to PWC. After Christmas the customer returned to the library to let Heady know that she got hired at PWC. She thanked Heady and told her that without her assistance she would not have been able to finish and send the application.

NCWorks News:

Several branches presented **Geek Squads** in the community. These programs offer opportunities for customers to learn about Microsoft Word, Excel, and other technologies that can help improve job marketability.



Amanda Dekker, Bordeaux Branch Manager and Small Business Coordinator, attended a breakfast meeting of the Chamber of Commerce Small Business Networking. She spoke with several attendees and introduced herself as the small business contact person at the library. She also promoted the library's small business resources.

STATISTICS ~ Monthly Job & Career Programs/Activities	# of Activities	Attendance
✓ Outreach Events (Chairman's Coffee Club with Greater Fayetteville Chamber of Commerce)	1	28
✓ Book A Librarian Sessions (one-on-one training on Résumés, Computer Skills, Job Search, etc.)	63	66
Totals:	64	94

Online Job & Career Resource Guide Usage	1,455
Career Related Reference Questions	220