

Strong Libraries Strong Community

Digital literacy – inclusion, education & workforce development

Today's workforce must have computer and high-level skills for finding, evaluating, using, creating and sharing information.

Job Ready – Career Readiness

The library collaborates with FTCC to prepare candidates for the Career Readiness Certificate exam through skills training classes.

Other community partners include:

Cumberland Community Foundation, Inc.
Fayetteville Area Society of Human Resource Managers
FTCC Workforce Development Center
North Carolina Employment Security Commission
Former Offenders Office
UNC Gillings School of Global Public Health

The library – a community hub whose activities ensure essential outcomes

Eight locations – 579 hours of weekly public service
Computers – 506 public workstations
Meeting Room Usage – up 5% with 49,257 users

Science, Technology, Engineering & Math (STEM) - 1,048 students

Students attended 23 programs in robotics, genetics, LEGO building, and science experiments at the library, reaching 1,048 participants.

Free Online Homework Help

Wi-Fi, computers, instant messaging with reference librarians, Tutor.com (professional tutoring), CultureGrams, NCpedia, World Book for Kids, Learning Express Library, Facts on File Science Online, and many more.



CCPL&IC 7/25/13

Workforce
Development

Digital Literacy
Learning

When Libraries Flourish, Communities Prosper

Cumberland County
Public Library

Cumberland
County
Public
Library

2012
Winner

National Medal
for Museum
and Library
Service

www.cumberland.lib.nc.us



We Mean Business

Growing businesses – 408 entrepreneurs

The library offered 32 small business programs to 408 budding and established entrepreneurs on topics such as marketing, grants, financing and business strategies to start or expand small business. Programs are in partnership with the Center for Economic Empowerment & Development, and FTCC Small Business Center.

Did You Know?

Library Visits
1,431,217

Online Resource Access
728,751

Computer Usage
569,262

Questions Answered
349,100

Program Attendance
94,866

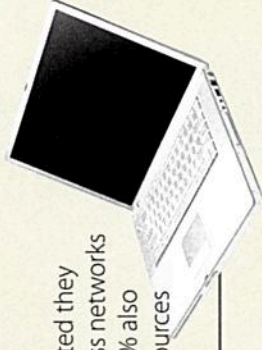
(Fiscal Year 2012)

Computer Classes – 697 attendees

Library-taught public computer classes met the needs of 697 individuals last year with topics such as online job searching, email and internet basics, ABCs of computers, MS Word, Excel and PowerPoint.

Book A Librarian – 636 assisted

The library's Book A Librarian service provided 636 individuals with one-on-one help from librarians on job searching and applying online, resume writing, MS software, digital resources and more.



Studies show 65% of users indicated they use library computers and wireless networks for employment related work. 50% also indicated they use computer resources for education.

Gail's Success Story

A budding entrepreneur, Gail took a series of free library classes on starting a business, using social media and marketing on a budget. She worked one-on-one with librarians to learn Microsoft Word and other software. When time came to apply for a grant, Gail felt prepared.

"We have taken advantage of the wonderful service the library offers to small business owners with great ideas, but not a great deal of money."



Out of six excellent candidates from the job fair, we selected two for project managers.

C. Beverick
Cary Reconstruction

We hired 21 housekeepers, 10 conventions positions and a Facility Engineer. The timing couldn't have been better.

V. Damron
Holiday Inn Bordeaux

We filled 18 non-office positions and seven office employees in temporary and temporary-to-permanent jobs.

T. Schultz
Cape Fear Staffing



Improving Today's Workforce for Tomorrow

Accelerating career readiness

Job & Career Learning - 714 assisted

The library reached 714 individuals last year with assistance on resume building, cover letters, interviewing skills, online job searching, online applications, and establishing email accounts.

Job & Career Centers - 60,000 annual searches

Online job center averages 4,988 searches each month, 16.5% view weekly job leads. Use ranges from job searches and company research to business news and career test preparation.

Job Fairs - 2,568 attendees

Since 2012, 2,568 people have attended the library's job fairs. Employers reported 68 people were hired at the job fair in August, nearly 9% of its 751 participants. It is estimated that 109 people were hired through job fairs last year.

\$61k Grant directly helps job seekers

A \$61,640 Golden LEAF Foundation grant provided laptop computers and other technology, as a result programs reached 744 participants. Outside funding enhances assistance and training for citizens entering or reentering the workforce.

Sharon's Story – A month from being homeless

"If I don't find work today, I will be homeless by the end of the month," Sharon told librarian Larry Gavin.

After being laid off for 13 months, Sharon said it was difficult finding work and believed it was because she was over the age of 55.

Within an hour of attending the job fair, Sharon returned to tell Mr. Gavin that she had been hired.