



HAZELTON · HOUSTON · KITIMAT · PRINCE RUPERT · SMITHERS · STEWART · TERRACE · NWCC

**January 2017**

## **LIBRARY BOARD AND STAFF LEARNING OPPORTUNITIES**

### **WEBINARS**

#### **BC Libraries Coop**

Tuesday, January 24, 1 – 2 pm PST

Thursday, January 26, 11 – 12 PST

#### **Advanced Reporting for the Adventurous**

**Cost:** FREE

Find yourself emailing Sitka Support for new report templates on a regular basis? Wish you could tweak the templates yourself or create new ones from scratch? The session looks at tweaking the display fields and filters on existing Sitka Templates as well as giving you the knowledge to build your own basic and advanced report templates.

#### **BoardSource**

Wednesday, January 18

#### **Webinar 101: Theory of Change – The Strategic Planning Process**

**Time:** 12 – 1 PM PST

**Cost:** Members free; non-members \$35

A critical component of board governance is overseeing the organization and determining its strategic direction. Strategic planning is more than a work plan for the organization. Learn how organizations can benefit from the strategic planning process itself, how to identify the right facilitator, and specific tools for implementation and accountability.

#### **InfoPeople**

Wednesday, January 25

#### **Trauma Informed Services in the Library: Understanding and Serving Our Community**

**Time:** 12 – 1 pm PST

**Cost:** FREE

What is meant by trauma informed services and how should libraries be involved? This webinar will explore the effects of trauma on society and how libraries are directly impacted by the trauma and stress carried by the communities they serve. Additionally we'll cover information about a Mental Health First Aid training program and how it applies to library services. Finding awareness of the effects of trauma on our community leads to more compassion and allows us to dive into our own problem solving skills more effectively. Presenter Elissa Hardy will provide resources and real life examples, as well as discuss the importance of creating a self-care plan for library staff.

## The Education Institute

Thursday, January 19

### Best Practices for Online STEM Learning and Outreach

**Time:** 10 AM – 11 PM PST

**Cost:** FREE

Hear how East Gwillimby added an online component to STEM programs to compliment and augment existing maker/hands-on STEM in-library learning. Integrating online resources into programming engaged children, and in turn resulted in parental engagement and extended STEM learning outside library hours. Demand for STEM programming increased, staff engagement with new technology increased, and the library emerged as the technology learning place in the community.

## WebJunction

Wednesday, January 11

### Service Excellence in Challenging Times

**Time:** 12 – 1 pm PST

**Cost:** FREE

This webinar will provide approaches to customer service skills especially relevant during times of community turmoil. In turbulent times, many people turn to their libraries. While this is a true affirmation of the value placed on libraries, it increases the responsibility for library staff to meet the public with the best customer service. During times of community turmoil, it is an extra challenge to convey patience, good humor, an accurate knowledge of your collections and services, and a willingness to serve. Learn how to ramp up your skills to maintain a safe, welcoming environment where everyone can visit, work, and play without feeling uncomfortable. Keep calm, confident and capable of guiding your community through difficult times.

Thursday, January 12

### The Power to Delight: Providing Extraordinary Service

**Time:** 11 am – 12 pm PST

**Cost:** FREE

People everywhere (including our patrons) have seemingly unending choices when it comes to deciding where to take their business. Consequently, customer experience can make or break the relationships we have with our communities. In this session we will share concrete tips from non-library service champions, and brainstorm ways to provide extraordinary service in our own organizations.

Thursday, January 26

### **Toward Tech-Savvy Trustees**

**Time:** 12 – 1 PM PST

**Cost:** FREE

Library staff are expected to embrace technology advancements and keep their skills sharp and their libraries relevant. But what about library boards—how tech savvy are your trustees? The more that trustees are dialed into a personal use of technology, the better advocates they will be for the library's technology needs. Learn some fun and practical ways to inspire greater tech savviness in your trustees. You don't need a board of IT specialists, just a board that has a sharper set of digital tools.

*Hosted in collaboration with the Association for Rural and Small Libraries.*

## **ONLINE COURSES**

### **InfoPeople**

January 10 - 23

#### **An Introduction to Content Marketing**

Cost: \$200

Content marketing is all about delivering content that library users find useful and relevant. This two-week course will give you practical advice and guidance on how to market effectively by helping users answer the question, "What's in it for me?"

January 17 – February 27

#### **Core Reference Fundamentals**

Cost: \$200

This course will acquaint you with the why, when and how to do an effective reference interview, which resources are best suited to which types of reference questions, and how to use both print and web-based resources appropriate to the user's need. You'll become familiar with alternative methods for delivering information when it's needed, such as email, chat and instant messaging, to help your users no matter where they are or when the library is open.

January 31 – February 27

#### **Strategic Planning that Doesn't Hurt a Bit!**

Cost: \$200

Do you know what your community needs from your library next year? What about the year after that? Do you know what problems or challenges your users are facing in their lives and how the library can help provide solutions? If you do – then your library can plan to offer relevant, valuable services. If you don't, then it's time to plan for success!

## Langara College

Starts January 3

### Introduction to Cataloguing Non-Book Materials

Cost: \$300

This course will cover the role of non-book materials in libraries and information centres, and practices for their selection, acquisition, processing, maintenance and circulation. Issues of appropriate equipment and production of training and promotional materials will be addressed. As well, descriptive cataloguing and MARC coding of various non-book materials according to AACR2, RDA and MARC standards, and current library practice, will be covered. Issues in cataloguing, developments in cataloguing standards including RDA, and the challenges of new and changing formats are considered.

## UBC MOOC

January 24 – March 7

### Reconciliation through Indigenous Education

Cost: FREE

In this course, reconciliation emphasizes changing institutional structures, practices, and policies, as well as personal and professional ideologies to create environments that are committed to strengthening our relationships with Indigenous peoples. Engage with Indigenous knowledge keepers, educational leaders, and resources to enhance your understanding and knowledge of practices that advance reconciliation in the places where you live, learn, and work.

## RESOURCES

**American Library Association** (<http://programminglibrarian.org/learn>)

The Programming Librarian site offers webinars for public librarians on hundreds of topics.

**BCLTA** ([http:// http://bclta.ca/bclta-resources](http://http://bclta.ca/bclta-resources)) has a list of local, national and international resources for boards on a variety of governance topics.

**InfoPeople** ([www.infopeople.org](http://www.infopeople.org)) is a site for online library training administered by the California State Librarian.

**Library Journal** <http://learn.libraryjournal.com/webcasts/> in partnership with some of the industry's leading organizations produces numerous webcasts throughout the year. Designed to unlock new and developing issues facing libraries, these webcasts cover a variety of content for many different facets of the library profession. You can access the free archived webcasts on demand.

**The Education Institute** ([www.thepartnership.ca](http://www.thepartnership.ca))

The Education Institute is a continuing education program for library information workers developed by The Partnership of Provincial and Territorial Library Associations of Canada. The program offers one-hour webinars and 3- to 6-week online courses for libraries for the public, academic, school, and special libraries sectors.

**The Library Toolshed** (<http://librarytoolshed.ca/>) is a repository of training materials, scripts, templates, outlines, and links to webinars and toolkits developed by libraries across the country. All materials have been approved by the owning home library for uploading.

**Tech Soup** (<http://www.techsoupcanada.ca/>): free non-profit tech webinars and events.

**Vantage Point** (<http://thevantagepoint.ca/resources>) has developed a series of ready-to-use templates and tools on board development, capacity building, leadership and people engagement.

**WebJunction** (<http://learn.webjunction.org>) archives all its webinars so that you can watch them for free, anytime you like. One of its most popular is [Dealing with Difficult Patrons](#), but there are hundreds of others on offer.

**Wyoming State Library** (<http://library.wyo.gov/services/training/calendar>) provides a comprehensive running calendar of library training.