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**north west library federation**

**March 2017**

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

### **FREE COURSES & WEBINARS**

#### **BC Libraries Coop**

Tuesday, March 21, 1 – 2 pm PST

Thursday, March 23, 11 am – 12 pm PST

#### **[Those Flummoxing Fixed Fields](#)**

**Cost: FREE**

Do you know how important fixed fields in MARC records are? Learn about the effects bad data in fixed fields has on catalogue searches and how records display to your patrons. Join Support as we unravel the mysteries of the fixed fields and help you help make the catalogue better.

#### **InfoPeople**

**Thursday, March 9**

#### **[Historypin: Using Local History for Community Engagement](#)**

**Time: 12 – 1 pm PST**

**Cost: FREE**

Would you like to learn more about engaging your community with local history? This webinar will introduce Historypin, a non-profit organization that develops offline programming and maintains a digital platform to help people engage their communities with local history. Engagement Manager Kerri Young will demonstrate simple ways libraries and their staff can start using Historypin's free digital tools. Libraries have been one of Historypin's most dedicated users. Join us to see real life examples of how some of these libraries are using Historypin to share their local history collections and engage their communities.

**Thursday, March 23**

**[What's New in Children's Literature - 2017](#)**

**Time:** 12 – 1 pm PST

**Cost:** FREE

Join children's librarian and author Penny Peck in her yearly review of what's new in children's literature. Discover new books published in late 2016 and Spring 2017 that will be popular with children ages 0-12, including books that reflect the diversity of the children we serve! These include board books, picture books, easy readers, transitional fiction, genre fiction for middle grades, graphic novels, poetry, nonfiction, and more! Hear about books that will be popular with a wide audience of children, and nonfiction and fiction pairings to recommend to teachers implementing the Common Core. Also, find out about books that fit the 2017 summer reading theme of building and popular makers' spaces.

**Langara**

If you are interested in applying for the September 2017 admission to Langara's online Library and Information Technology program ("Flexible Participation Option"), an introductory video can be viewed at <http://langara.ca/programs-and-courses/programs/library-information-technology/flex-participation.html>; program information session presentation slides are accessible here: [http://langara.ca/programs-and-courses/programs/library-information-technology/pdf/LibTech\\_infoSession.pdf](http://langara.ca/programs-and-courses/programs/library-information-technology/pdf/LibTech_infoSession.pdf)

**Tech Soup**

Wednesday, March 22

**[Canada's Anti-Spam Legislation Update](#)**

**Cost:** FREE

Website indicates "details to follow" on this webinar – check back at course title link for more information.

**[Measuring Program Outcomes: A Toolkit for Small Libraries](#)**

**Format:** Recorded webinar, original date May 4, 2016

**Length:** 1 hour

**Cost:** FREE

Public libraries offer vital services to the community, providing opportunities for education, lifelong learning, literacy, digital skills, workforce development, and youth development. In order to gain and retain funding, libraries should have data to support their stories of success and positive impact on the lives of community members. Outcome measurement is a process which provides libraries with data that can be used for advocacy, programming decisions, and planning, so the library can communicate clearly and make improvements to programs and services. Outcome measurement can be a big undertaking, but a new toolkit has been

developed to help libraries easily and effectively survey patrons to learn the true impact of their programs.

## Volunteer Match

Thursday, March 2

### [Playing by the Rules: Creating an Effective Volunteer Handbook](#)

**Time:** 11 am – 12 pm PST

**Cost:** FREE

When was the last time you reviewed your Volunteer (BOARD) Handbook or Policies and Procedures Manual? It's probably been too long. Learn how to create a living document that can help both paid and volunteer staff be better informed and know what is expected of them. A good Volunteer Handbook can also help you better identify and deal with challenging volunteers. Whether you're just starting to create a Handbook or if you're looking for best practices on information to include, this webinar will evaluate the Handbook you have and help you create a stronger framework for your board and volunteers.

## WebJunction

Tuesday, March 7

### [Privacy Literacy at Your Library](#)

**Time:** 12 – 1 pm PST

**Cost:** FREE

Our offline lives are no longer separate from our online identities. Many people are unaware of how their information is being used, what they have control over, or how to have safe online interactions. San Jose Public Library's [Virtual Privacy Lab](#) has developed a seven-module customized learning experience for library patrons that guide them through topics such as social media and security, and provide personalized tips, links and resources that enable them to feel safe and confident online. This privacy literacy resource is available for everyone, so learn how you can utilize the online Virtual Privacy Lab with the populations you serve at your library.

### [Dealing with Angry Patrons](#)

**Format:** Self-paced Course

**Developed by:** LibraryU, a program of the Illinois State Library and the regional library systems

**Length:** 1 hour

No one enjoys having to deal with an angry patron, but with proper preparation, and by developing the specific set of skills required, you can minimize conflict, defuse patron anger and identify the underlying issues so that you can help find the best solution. This course is designed to help you improve your skills in dealing effectively with angry customers.

## WEBINARS w/ FEES

### BoardSource

Thursday, March 9

#### [Board Engagement & Accountability](#)

**Time:** 11 am – 12 pm PST

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

Do you have board members who fail to participate and engage in the work of the board? This webinar will explore strategies and techniques to improve your board's engagement and create accountability. We will discuss board culture, board meetings, leadership teams, dashboards, advocacy, and the role of the chair.

Wednesday, March 15

#### [Broken Engagement: Why Has Our Board Checked Out? How Do We Fix It?](#)

**Time:** 11 am – 12 pm PST

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

How can you fix something if you don't understand why it broke and how it might be prevented? In this webinar, we'll look at board engagement as a journey that starts before your members join the board and continues even as they leave the board. Learn how to diagnose disengagement and maintain high engagement through an organization's lifecycle.

Tuesday, March 28

#### [Creating a Collaborative Board Culture](#)

**Time:** 11 am – 12 pm PST

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

Boards rely upon effective collaboration to be successful. Drawing upon theories of organizational behavior, this webinar will examine strategies for creating a collaborative culture. We'll discuss values, building organizational commitment, cultivating collective thinking, and using a team approach to build sustainable board engagement and satisfaction.

### The Education Institute

Tuesday, March 7

#### [TedXyourlibrary!](#)

**Time:** 10 – 11 am PST

**Cost:** \$45 members, \$55 non-members

Have you ever thought about hosting a TEDx event at your library? TED, a globally recognized brand that needs no introduction, known for inspirational (and viral) videos on the topics of technology, entertainment, and design, introduced the TEDx program in the spirit of ideas

worth spreading. TEDx highlights your local inspirational thinkers. They are self-organized events that bring people together to share a TED-like experience. Libraries have always spread ideas and a TEDx Library Event is the next step in that evolution. Learn how to plan a TEDx event at your library, and discover the many benefits.

Tuesday, March 28

[Programming for Vulnerable Populations](#)

**Time:** 10:30 am – 12:30 pm PST

**Cost:** \$45 members, \$55 non-members

Our communities are diverse, not only with culture, but with abilities. Is your library properly serving your residents if programming opportunities don't reflect the whole community? People with special needs and mental health issues make up a segment of your population, but they are often forgotten when it comes to program development. Programming for these groups doesn't need to be daunting or difficult. This workshop will provide you with steps library staff can use to outreach and support at-risk populations in your area.

Tuesday, March 21

[MailChimp: How It Works](#)

**Time:** 11 am – 12 pm PST

**Cost:** \$45 members, \$55 non-members

MailChimp is a tool that can be used to push information to users. Its strength is the automation, the user registration form, and the relative ease with which a specific product can be configured. Whether you send a periodical's table of contents or results from one or many alerts saved in a database, it is worth your while to learn how to use this cool tool.

Tuesday, March 21

[Beyond Merchandising](#)

**Time:** 11 am – 12 pm PST

**Cost:** \$45 members, \$55 non-members

Are you seeking to increase the circulation of your library collection by providing customers with materials that are "just what they are looking for?" Move beyond merchandising techniques; think "big picture!" Learn how all areas of library service – the selection process, customer awareness, collection measurements and maintenance, readers' advisory expertise and, most importantly, staff communication strengths – can lead to pro-active customer interaction and increased check-outs.

## **ONLINE COURSES w/ fees**

### **InfoPeople**

March 7 – April 3

#### **[After School and Out-of-School Programming](#)**

Cost: \$200

Traditionally Libraries have been strong supporters of learning and recently the connected learning movement has provided even more opportunity through the focus on informal learning outside the school day. This course will provide the opportunity to learn how to run successful school age programming including the practical nuts and bolts of creating a school age program, how your library can be part of the competition for after and out-of-school learning and how to create a variety of programs including active, passive, series, and specials.

March 14 – 27

#### **[Widgets & Tweaks: Tools for Spicing Up Websites and Blogs](#)**

Cost: \$150

Are you a webmaster or blogger by accident or design? We all know that websites are a must for any library, and keeping them fresh and new is important. There are hundreds of widgets, or pieces of code, that can be inserted into a webpage or blog to improve viewer interactivity and provide useful tools for our online visitors. In this course, learners will discover diverse utilities from calendars and chat widgets, to social media and database add-ons, along with instructions for how to use them.

March 14 – April 10

#### **[Introduction to Library Management](#)**

Cost: \$200

During this course, which is targeted at first time managers and supervisors, you will learn:

- The role and responsibilities of the library manager
- Your personal strengths and areas for growth as a manager
- The knowledge, skills and abilities managers need to be successful
- Basic and successful techniques to manage people and resources
- How to effectively make decisions
- How to create a plan for your own managerial development

March 21 – April 17

#### **[Meeting Community Needs through Technology Planning](#)**

Cost: \$200

In this course you'll develop a library technology plan, as you learn to:

- Assess and evaluate usage of current library technology resources

- Identify unmet needs that can be addressed with technology
- Develop an implementation plan for introducing new technologies, including training and maintenance
- Keep the library's technology plan up-to-date

March 28 – April 24

**[Building an Adult Literacy Program at Your Library](#)**

Cost: \$200

This course will explain how to survey the literacy situation in your community, decide where your library can be useful, plan initiatives, recruit volunteers and build a sustainable adult literacy program at your library. Additionally it will provide an overview of adult literacy, statistics and programs in the United States.

**[Copyrightlaws.com](#)**

March 2 - 24

**[Canadian Copyright Law \(CCL\)](#)**

Cost: \$189

This eTutorial is a primer/refresher on Canadian copyright law. It includes information on recent amendments to the Canadian Copyright Act and court decisions. Each e-lesson has a text lecture, further resources and a self-marking quiz.

**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.