Metropolitan
LIBRARY SYSTEM
Learning and Development

2019 Online Course Catalog

INTRODUCTION

2019 COURSE CATALOG

We have created this catalog to give all staff members an overview of the online courses we have available from our Learning and Development Department. All the courses listed in this catalog are 100% online, and they can be watched at any time during your regularly scheduled shift. Please keep in mind that all staff members will need to get their supervisor's approval before taking any of the courses listed in this catalog. Also, all courses must be viewed while you are on the clock, and they cannot be assigned or watched from home.

From safety courses that help protect our library staff and members to basic computing courses to help new employees, we have a wide range of courses available to all staff members. We are also always looking to add new and relevant content, so please contact Learning and Development if you see the need for a new course to be added.

In addition, we have over 6,000 courses available to staff through LinkedIn Learning (formerly Lynda.com)! They cover the categories of business/professional, technological, and creative. These courses can help all staff members in their goals of personal and professional development.

Important Notes:

(REQ) These courses are required for all staff members. They will be assigned to you during the new employee orientation program, or during a regularly scheduled time for all staff.

(OPT) These courses are optional, and they can be taken at any time as approved by your supervisor.

(NEO) These courses are assigned to staff members during the new employee orientation.

Supervisor Approval is needed before enrolling in any courses

Courses must be completed while on the clock, and cannot be assigned or completed during your personal time

A LIBRARIAN'S GUIDE TO HOMELESSNESS (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 180 MINUTES

Course Description:

This is a resource-driven course based on information provided by Homelesslibrary.com. It includes a video presentation, a webinar, and other resources to help library staff members engage with people struggling with homelessness.

The video is approximately 38(m), and the webinar is approximately 84(m) in length. These portions of the course can be watched separately to accommodate staff schedules.

ACCOUNTS AND PASSWORDS (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 15 MINUTES

Course Description:

This course is provided by Digital Learn, and it consists of three activities that will teach learners the basics of creating online accounts, including creating secure passwords and keeping accounts secure.

ACTIVE SHOOTER: BY FEMA (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 60 MINUTES

Course Description:

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and other populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly.

All employees can help prevent and prepare for potential active shooter situations. This course provides guidance to individuals, including managers and employees, so that they can prepare to respond to an active shooter situation.

This course is not written for law enforcement officers, but for non-law enforcement employees. The material may provide law enforcement officers information on recommended actions for non-law enforcement employees to take should they be confronted with an active shooter.

AMERICANS WITH DISABILITIES ACT – NON SUPERVISOR (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 30 MINUTES

Course Description:

In this course, Attorney Courtney Bru discusses the Americans with Disabilities Act, the rights it gives "qualified" employees, the responsibilities of employees to comply with specific requirements in order to protect those rights, and the interactive process for accommodation. This course is provided by McAfee and Taft Attorneys.

AMERICANS WITH DISABILITIES ACT – SUPERVISOR (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 30 MINUTES

Course Description:

In this course, Attorney Courtney Bru discusses the Americans with Disabilities Act, the rights it gives "qualified" employees, the responsibilities of employees to comply with specific requirements in order to protect those rights, the interactive process for accommodation, and the <u>critical</u> role supervisors play in satisfying the employer's obligations under the Act. This course is provided by McAfee and Taft Attorneys.

ARTIST AT WORK: COMPLIMENTARY COLORS (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 20 MINUTES

Course Description:

Take a look over the shoulder of an artist at work. Mary Jane Begin, an award-winning illustrator and Rhode Island School of Design professor, sits down at the drawing board and explains how complementary colors—colors on opposite sides of the color wheel—can make your art, illustrations, and designs more compelling and vibrant. Learn how to layer colors of different hues and translucencies, play with light and shadow, and subtract color to create a sense of form. Plus, learn to neutralize a color's intensity simply by mixing it with its complement. Mary Jane illustrates these concepts through pastel on paper, but they can be applied to all types of media including digital endeavors.

BASIC FIRST AID (REQ)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 30 - 50 MINUTES

Course Description:

This course outlines the basics of first aid for all library staff members. While performing basic first aid is not a job requirement for any position in the Metropolitan Library System, this course provides general knowledge and education as part of a safety requirement by the Public Employees Occupational Safety and Health (PEOSH).

Some images may contain "staged" graphic content and completing this course does not designate any staff member as "First Aid Certified".

BASIC SEARCH (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 10 MINUTES

Course Description:

Never used a search engine before? This course is provided by Digital Learn, and it consists of four activities to help you learn about search engines, and get you started searching the internet. This course also covers some advanced search tools and advertisements in a search.

BLOODBORNE PATHOGENS (REQ) (NEO)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 30 MINUTES

Course Description:

Bloodborne Pathogens is a required safety training for all Metropolitan Library System employees. The Metropolitan Library System follows the Public Employees Occupational Safety and Health Division (PEOSH), which uses the OSHA training to meet state safety requirements.

This course does deal with blood and will have images that reflect this. They are staged and were not taken at actual events.

This course is required annually (1st quarter) for all staff members.

BUYING A PLANE TICKET (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 10 MINUTES

Course Description:

This course is provided by Digital Learn, and it consists of four activities to help you learn to search for and buy plane tickets online. This is designed to help staff members who are traveling as a representative of the Metropolitan Library System.

CLOUD STORAGE (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 25 MINUTES

Course Description:

This course is provided by Digital Learn, and it consists of four activities to help you learn what cloud storage is, who offers it, and how to use it to benefit staff members.

CODE ADAM (REQ) (NEO)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 25 MINUTES

Course Description:

The Code Adam program is a powerful search tool for lost and potentially abducted children. It is designed to help businesses, parks, government buildings, and other establishments ensure that they have safety protocols in place to respond quickly and effectively to situations involving a missing child.

CREATING A BASIC BUDGET WITH EXCEL (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 20 MINUTES

Course Description:

This course is provided by Digital Learn, and it consists of six activities to help you learn the basic computer skills needed to create a standard household budget using spreadsheet programs like Microsoft Excel. Skills include creating a spreadsheet, entering data, writing formulas, applying formatting, inserting rows, and copying data to paste into a new sheet.

CREATING AND DEPLOYING MICROLEARNING (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 65 MINUTES

Course Description:

Feel like you can't capture the attention of your learners? Get to the next level of engagement with microlearning. Microlearning is more than just short educational videos. It's a system of training that places emphasis on providing the right content to the learner at the right time, in an easy-to-use format. In this course, Chris Mattia explores how to create and deploy microlearning that will provide employees and students with the training they need where they can use it the most—on their mobile devices.

Learn how to develop engaging assets, including everything from infographics and podcasts to memes and GIFs, and track the effectiveness of your microlearning campaigns to see what content is getting the most attention. Topics include: Is microlearning right for your organization? Developing a microlearning strategy Assessing what students have learned Creating lessons with infographics and animated GIFs Creating lessons with audio and video Deploying lessons to mobile devices Leveraging social media Tracking engagement and effectiveness 1(h) 1(m)

CREATING RESUMES (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 15 MINUTES

Course Description:

Are you looking to advance your career at the Metropolitan Library System? This course is provided by Digital Learn, and it consists of four activities to help you learn how to create and edit professional resumes in Microsoft Word.

CYBERSECURITY COMPLIANCE – ALL STAFF (REQ) (NEO)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 10 MINUTES

Course Description:

This course is designed to give staff members an overview of the types of cyber-attacks they might experience in order to protect themselves and the Metropolitan Library System.

This course is required annually (January) for all staff members.

CYBERSECURITY COMPLIANCE – ADVANCED (REQ)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 40 MINUTES

Course Description:

This course is designed to give staff members who are in designated "high risk" areas an in-depth look at the types of cyber-attacks they might experience in order to protect themselves and the Metropolitan Library System.

This course is required annually (January) for all designated staff members.

DISCRIMINATION AND HARASSMENT IN THE WORKPLACE – NON SUPERVISOR (REQ) (NEO)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 30 MINUTES

Course Description:

The Discrimination and Harassment Policy ensures that the Metropolitan Library System creates and maintains a work environment of mutual respect and dignity for all employees, applicants, and volunteers, where unlawful discrimination and/or harassment is strictly prohibited and will not be tolerated.

This course is required annually (October) for all non-supervisors.

DISCRIMINATION AND HARASSMENT IN THE WORKPLACE – SUPERVISOR (REQ) (NEO)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 60 MINUTES

Course Description:

The Discrimination and Harassment Policy ensures that the Metropolitan Library System creates and maintains a work environment of mutual respect and dignity for all employees, applicants, and volunteers, where unlawful discrimination and/or harassment is strictly prohibited and will not be tolerated.

This course is required annually (October) for supervisors and managers.

DIVERSITY AND INCLUSION (REQ) (NEO)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 25 MINUTES

Course Description:

Attorney Roberta Fields discusses diversity in the workplace, the value of inclusion and respecting diversity and the benefit from leveraging differences in knowledge, skill, ability, talent, working style and other variables of a diverse workforce. This information is provided by McAfee and Taft Attorneys, and it is required training for all staff members.

This course is required annually (November) for all staff members.

EDUBRITE MEETS LINKEDIN LEARNING (OPT) (NEO)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 25 MINUTES

Course Description:

Metropolitan Library System (MLS) is pleased to have LinkedIn Learning (LIL) and EduBrite integrated into one system. This is an added benefit to serve as a resource for the system to meet the core values and mission. This is an added benefit for staff to help with personal and professional development in the areas of 'creativity, technology and professional'. There are currently over 6800 LIL courses in EduBrite. Not to mention, LinkedIn Learning adds 30 - 40 new courses a month. This course will help you identify the process for taking LIL courses through EduBrite.

EDUBRITE: STAFF ENROLLMENT AND COMPLETION (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 5 MINUTES

Course Description:

This short video will teach supervisors how to determine if your staff has enrolled or completed a particular session in EduBrite. This is helpful when you need to verify training in question for performance evaluations, or to make sure your staff has completed their required training on time.

EMPLOYER OBLIGATION UNDER HIPAA (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 20 MINUTES

Course Description:

Attorney Patricia Rogers addresses what, if any, obligations an employer has under the Health Insurance and Portability and Accountability Act of 1996, commonly referred to as HIPAA, which governs the use and disclosure of an individual's health information by certain covered entities, including employer-sponsored health plans. This information is provided by McAfee and Taft Attorneys.

ETHICAL ISSUES IN EMPLOYMENT (REQ) NEO)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 30 MINUTES

Course Description:

Attorney Roberta Fields discusses how employees can spot ethical issues in their workplace, gives examples of behavior that should capture interest and prompt a report, and provide general guidance for determining the ethical course of action in a situation that may not neatly fit under any specific rule or guidance. This information is provided by McAfee and Taft Attorneys, and it is required for all employees.

This course is required annually (December) for all staff members.

FMLA: LEAVE RIGHTS AND RESPONSIBILITIES - SUPERVISOR (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 30 MINUTES

Course Description:

Attorney Charlie Plum discussed the Family and Medical Leave Act (FMLA), the responsibilities of supervisors and managers under the law, and what they need to keep in mind when someone they supervisor or mange requests leave or makes a casual reference about their health conditions or the health conditions of their immediate family members. This information is provided by McAfee and Taft Attorneys

FMLA: MEDICAL CERTIFICATION (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 20 MINUTES

Course Description:

Attorney Charlie Plumb covers employer obligations regarding medical information requirements under the Family and Medical Leave Act (FMLA), which are designed to provide mechanisms for employers to administer and monitor FMLA leave in a fair and efficient manner. This information is provided by McAfee and Taft Attorneys

FMLA: NOTIFICATION REQUIREMENTS (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 15 MINUTES

Course Description:

Attorney Charlie Plumb covers employer obligations regarding medical information requirements under the Family and Medical Leave Act (FMLA), which are designed to provide mechanisms for employers to administer and monitor FMLA leave in a fair and efficient manner. This information is provided by McAfee and Taft Attorneys.

GETTING STARTED ON A COMPUTER (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 15 MINUTES

Course Description:

If you are new to computers, or just need a bit of a refresher, we have the tools to help you gain the confidence you need to succeed. This course is provided by Digital Learn, and it consists of four activities to help you learn the basics of computer use.

HAZARD COMMUNICATION (REQ) (NEO)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 30 MINUTES

Course Description:

Hazard Communication is a required safety training for all Metropolitan Library System employees. The Metropolitan Library System follows the Public Employees Occupational Safety and Health Division (PEOSH), which uses the OSHA training to meet state safety requirements.

This course is required annually (3rd quarter) for all staff members.

HEAT STRESS IN THE WORKPLACE (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 30 - 50 MINUTES

Course Description:

This course is designed to give staff members the information they need to be aware of the effects of heat stress in the workplace. While performing any of the techniques outlined in this course is not a job requirement for any position in the Metropolitan Library System, this course provides general knowledge and education as part of a safety requirement by the Public Employees Occupational Safety and Health (PEOSH).

IMPORTANCE OF EMPLOYMENT DOCUMENTATION (REQ) (NEO)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 15 MINUTES

Course Description:

Attorney Charlie Plumb discusses why employment documentation is important, when it is important to document a workplace issue, and what the best practices are for effective documentation. This information is provided by McAfee and Taft Attorneys.

INTERNET PRIVACY (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 15 MINUTES

Course Description:

When we use the Internet, we are constantly sending and receiving information from various websites and individuals. We can take control of who is able to see that information, and how much information they can see. Internet privacy refers to the level of personal, private information we share. This course will help you understand more about privacy concerns. This course is provided by Digital Learn, and it consists of four activities that should take approximately 15 minutes to complete.

INTERVIEWING AND HIRING (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 45 MINUTES

Course Description:

Attorney Roberta Fields outlines best practices for managers, executives and human resources professionals throughout the hiring process -- from starting with a good job description to the search process to screening applicants to interviewing and making an offer. This information is provided by McAfee and Taft Attorneys.

INTRO TO E-MAIL (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 15 MINUTES

Course Description:

New to email? This is the perfect class to get you started using email. Learn what email is, how to set up an account, how to reply to and send emails, and more. This course is provided by Digital Learn, and it consists of six activities that should take approximately 15 minutes to complete.

INTRO TO E-MAIL 2: BEYOND THE BASICS (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 20 MINUTES

Course Description:

After you have mastered the basics, learn how to do more with your email account. This course is provided by Digital Learn, and it consists of seven activities that should take approximately 20 minutes to complete.

INTRO TO FACEBOOK (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 10 MINUTES

Course Description:

Learn the basics of Facebook in this class, including signing up, finding friends, posting, and privacy. This course is provided by Digital Learn, and it consists of six activities that should take approximately 10 minutes to complete.

INTRO TO SKYPE (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 20 MINUTES

Course Description:

Learn the basics of Skype in this class, including signing up, adding contacts, and making a video call. This course is provided by Digital Learn, and it consists of six activities that should take approximately 20 minutes to complete.

INTRO TO FEDERAL EMPLOYMENT LAW - SUPERVISORS (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 30 MINUTES

Course Description:

Attorney Paul Ross introduces supervisors and managers to several key employment laws and legal concepts, including at-will employment versus 'just cause' employment, Fair Labor Standards Act (FLSA), Title VII of the Civil Rights Act of 1964, American with Disabilities Act (ADA), Age Discrimination in Employment Act (ADEA) and the National Labor Relations Act (NLRA). This information is provided by McAfee and Taft Attorneys.

KANOPY: AN INTRODUCTION (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 15 MINUTES

Course Description:

This course gives staff members an overview of the Kanopy services offered at the Metropolitan Library System.   Kanopy is Metro's newest streaming service offering "thoughtful entertainment" including selections from Criterion, PBS, and The Great Courses. All films come with public performance rights, so screening a film at the library or in a classroom is a breeze.

This service will be important to our members. But it will be equally important to help our staff understand the product so they can sell it to members at their location and help troubleshoot issues that arise.

LEADING A CUSTOMER CENTRIC CULTURE (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 40 MINUTES

Course Description:

What do great companies have in common? They have a customer-centric culture that makes employees obsessed with the customer experience. Discover how to get your team excited about customer service, with these practical tips from expert Jeff Toister. Jeff explains how to create a vision that gets everyone on the same page, engage employees, and be the customer service champion your company needs. The concepts apply whether you lead a small team, a department, or an entire organization.

LIBRARIANS' INSIGHTS ON HOW TO INTEGRATE TECHNOLOGY INTO MAKERSPACES (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 120 MINUTES

Course Description:

According to the US Department of Labor, more than 65% of today's students will grow up having careers that do not exist yet. Now, more than ever, it is highly crucial to prepare our students to become future-ready and have the confidence to invent the world they want to live in. A key aspect of that preparation is to equip them with 21st-century skills and STEM knowledge. This course consists of two 1-hour webinars that will help staff members get the most out of their makerspaces.

METRO WAY (OPT) (NEO)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 30 MINUTES

Course Description:

This is course includes a slide show of METRO's branded customer service model launched in September 2017. This is required for all newly hired staff members, an doptional for all existing members.

MICROSOFT WORD (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 20 MINUTES

Course Description:

Learn how to create, format, and save a document in Microsoft Word. This course is provided by Digital Learn, and it consists of five activities that should take approximately 20 minutes to complete.

NAVIGATING A WEBSITE (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 15 MINUTES

Course Description:

Learn to navigate your way around websites. This course is provided by Digital Learn, and it consists of three activities that should take approximately 15 minutes to complete.

NEW EMPLOYEE ORIENTATION – ONLINE PORTION (OPT) (NEO)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 30 MINUTES

Course Description:

Content in this online course is a continuation of the Instructor Led Orientation. Newly hired staff are required to complete this training as part of the NEO program. In the event you missed any or all of the New Employee Orientation presentation or you would just like to go back and view, it is being provided for you in this online portion for your viewing pleasure. There are no additional requirements or expectations.

ODILO – SPANISH EBOOK PLATFORM - WEBINAR (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 35 MINUTES

Course Description:

Odilo Customer Facing Training - The customer-facing training is designed for staff who will be interacting with patrons and introducing the Odilo platform to the community. The goal of this training is to train staff to better help and teach customers how to use the Odilo site.

ONLINE JOB SEARCHING (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 25 MINUTES

Course Description:

In this class, get an overview of looking for a job online. We cover online classified sites, job search sites, company sites, and staying safe from scams. This course is provided by Digital Learn, and it consists of six activities that should take approximately 25 minutes to complete.

ONLINE PAYCOM – NON-SUPERVISOR RESOURCES (REQ)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 10 - 60 MINUTES

Course Description:

This course provides resources to non-supervisor staff members when using Paycom. It can be accessed when a staff member has questions regarding pay stubs, tax information, requesting time off, and more. The entire course does not have to be completed to access information regarding specific questions.

ONLINE PAYCOM – SUPERVISOR RESOURCES (REQ) (NEO)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 10 - 60 MINUTES

Course Description:

This course provides resources to supervisors and managers when using Paycom. It can be accessed when a staff member has questions regarding pay stubs, tax information, requesting time off, and more. The entire course does not have to be completed to access information regarding specific questions.

ONLINE SCAMS (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 15 MINUTES

Course Description:

Get an overview of scams and how to deal with them to help you be safer online. This course is provided by Digital Learn, and it consists of four activities that should take approximately 15 minutes to complete.

OVERDRIVE: HELP RESOURCES (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 30 MINUTES

Course Description:

This course consists of a re-recorded webinar by OverDrive, and it gives staff members the resources they need to access eBooks and listen to audio books using their web browser. It also includes helpful resources to maximize staff competency in this area.

OVERDRIVE: MARKETING YOUR DIGITAL LIBRARY TO OLDER ADULTS (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 30 MINUTES

Course Description:

Join team OverDrive for this webcast on marketing your digital library to adults over 50. Over 200 partners attended our special March session on marketing digital books to kids and teens; now it's time to turn our focus on ideas and resources for engaging the older adults in your community. Our experts will share: Best practices for engaging older adults. Ideas to reach new patrons. Features that increase the accessibility of your digital library. Recommended titles to promote to the 50+ audience.

OVERDRIVE: READ AND LISTEN (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 30 MINUTES

Course Description:

This course consists of a re-recorded webinar by OverDrive, and it gives staff members the resources they need to access eBooks and listen to audio books using their web browser. It also includes helpful resources to maximize staff competency in this area.

OVERDRIVE: THE LIBBY APP (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 45 MINUTES

Course Description:

Did you know your local library has thousands of ebooks and audiobooks? You can borrow them, instantly, for free, using just the device in your hand -- Meet Libby. This course consists of a re-recorded webinar by OverDrive, and it gives staff members the resources they need to access digital resources using the Libby app.

OVERDRIVE: THE OVERDRIVE APP (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 45 MINUTES

Course Description:

 A review and demonstration of how to use OverDrive's mobile app for Android, iOS, and Chromebook devices. This course consists of a re-recorded webinar by OverDrive, and it gives staff members the resources they need to maximize the use of the OverDrive app.

PART 1: GETTING STARTED WITH OVERDRIVE (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 30 MINUTES

Course Description:

 A review and demonstration of how to use OverDrive's mobile app for Android, iOS, and Chromebook devices. This course consists of a re-recorded webinar by OverDrive, and it gives staff members the resources they need to maximize the use of the OverDrive and Libby app.

PART 2: GETTING STARTED WITH OVERDRIVE (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 45 MINUTES

Course Description:

 A continued review and demonstration of how to use OverDrive's mobile app for Android, iOS, and Chromebook devices. This course consists of a re-recorded webinar by OverDrive, and it gives staff members the resources they need to maximize the use of the OverDrive and Libby app.

PD RESOURCES: FOR STAFF TRAINING WORKSHOPS (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 10 - 60 MINUTES

Course Description:

This course consists of training resources for performance development meetings between supervisors and staff. It can be access in-part or in-total depending on staff needs.

PERFORMANCE DEVELOPMENT RESOURCES: FROM THE SUPERVISOR TRAINING INFORMATION (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 10 - 60 MINUTES

Course Description:

This course consists of the resources that were presented in the supervisor training for performance development meetings between supervisors and staff. It can be access in-part or in-total depending on supervisor needs.

SELF-E + SHORT FORM CONTENT: SELF-PUBLISHING FOR LOCAL WRITERS (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 60 MINUTES

Course Description:

This is a Webcast presented by the Journal of Libraries ~ SELF-e + Short Form Content: Self-publishing for Local Writers. How libraries, their customers and local writers all benefit from a cycle of creating, sharing and discovering local writers.

USING A MAC (OS X) (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 15 MINUTES

Course Description:

 If you know a bit about using a mouse and keyboard but don't know your way around using a computer just yet, this is the class for you. Learn how to use a Mac (Apple) with the OS X Operating System. This course is provided by Digital Learn, and it consists of six activities that should take approximately 15 minutes to complete.

USING A MOBILE DEVICE (ANDROID) (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 20 MINUTES

Course Description:

Learn basic information about mobile devices with more specific information about using an Android phone. This course is provided by Digital Learn, and it consists of five activities that should take approximately 20 minutes to complete.

USING A PC (WINDOWS 10) (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 15 MINUTES

Course Description:

If you know a bit about using a mouse and keyboard but don't know your way around using a computer just yet, this is the class for you. Learn how to use a PC (Personal Computer) with the Windows 10 Operating System. This course is provided by Digital Learn, and it consists of six activities that should take approximately 15 minutes to complete.

USING A PC (WINDOWS 7) (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 15 MINUTES

Course Description:

If you know a bit about using a mouse and keyboard but don't know your way around using a computer just yet, this is the class for you. Learn how to use a PC (Personal Computer) with the Windows 7 Operating System. This course is provided by Digital Learn, and it consists of four activities that should take approximately 15 minutes to complete.

WHY USE A COMPUTER? - INTRODUCTION TO COMPUTERS FOR RELUCTANT USERS (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 15 MINUTES

Course Description:

Do you ever wonder why you should take the time and effort to learn to use a computer? If you are new to using computers you may think that it is too hard, too expensive, or not for people like you. You are not alone. Take this course to learn why using a computer can be worth the time and effort, and to take a closer look at what steps you can take to learn computers one skill at a time.This course is provided by Digital Learn, and it consists of three activities that should take approximately 15 minutes to complete.

WELLNESS WORKS (OPT) (NEO)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 30 MINUTES

Course Description:

The Metropolitan Library System would like to introduce you to one of your benefits as a staff member: Wellness Works! This course is a required part of New Employee Orientation. However, any staff member can take the course as optional.

WORKING WITH INDIVIDUALS AFFECTED BY HOMELESSNESS – AN EMPATHY-DRIVEN APPROACH (OPT)

APPROXIMATE TIME TO COMPLETE THIS COURSE: 60 MINUTES

Course Description:

Individuals experiencing homelessness represent a large portion of patrons in many libraries today. In this 60-minute workshop, Ryan Dowd, author of The Librarian's Guide to Homelessness: An Empathy-Driven Approach to Solving Problems, provides you with a greater understanding of patrons affected by homelessness and their communication styles. You'll learn about how to implement empathy-driven enforcement, an approach originally developed in homeless shelters that can help you effectively work with these community members. Dowd also teaches useful techniques that can help you resolve problems in challenging situations. You'll leave with concrete strategies you can use immediately, including body language tips, communication styles, and more.