



Training Times

NEWSLETTER

February | 2022

All staff can access **EduBrite** through their smart phones, tablets, laptops or PC with the following link and internet connection. ~ <https://metrolibrary.edubrite.com/oltpublish/site/signin.do>

Mission Statement:

Connecting our diverse communities with resources and experiences to educate and enrich lives.

Core Values:

- Equity, Diversity, and Inclusion
- People First
- Innovation
- Integrity
- Respect

Core Competency:

Professional Development: Takes initiative to identify, develop, and apply the technical and interpersonal skills/knowledge needed for effective job performance; demonstrates the ability to learn and use existing and emerging tools (including technology) to achieve job-related purposes or goals.

Disclaimer:

The information contained in the multimedia content and resources/handouts posted represents the views and opinions of the original creators of the content and does not necessarily represent the views, procedures, or policies of the Oklahoma Metropolitan Library System.

Announcements

Please contact Learning & Development if you have a training or announcement you would like to see shared with the rest of MLS via the Training Times. Contact information can be found on the last page.

Strategies to Foster Inclusive Language At Work

1(h) 6(m) This month's course highlight explores how inclusive language can create a better workplace culture. Even the slightest language adjustments can make a big difference. Enroll in [EduBrite](#) to complete this month's highlighted course.

New Forum Available on the Intranet! ~ Share what you are currently reading!

Are you looking for ways to connect with others across the System? A new forum is available on the Intranet to do just that! To create a post or respond to your colleagues go to: Intranet > Staff > Forum > Learning and Development Community. We hope you will consider participating in the forum so we can continue to share and grow together as a System and community!



February Compliance Launched ~ Ethical Issues in Employment (REQ)

30(m) Determine what course of action you should follow when reporting ethical issues and what to do when facing an ethical dilemma. This compliance course is required for all MLS Staff and available on your [EduBrite](#) dashboard. Completion is due **Monday, February 28th.**

Collection Workshops Offering Available in EduBrite!

As we prepare to revamp the Collection Workshops to a new format, Janeal Walker, our Collection Development Manager, is conducting one last series of in-person workshops this Spring. If you have been interested in attending the workshops, but haven't had a chance we encourage you to enroll

via [EduBrite](#). The list of dates and times are available on Page 9 of the Training Times. More information on the exciting revamp and its launch is coming soon!

Access Workshops Open

The 2022 spring and summer sessions for our Access Workshops are open for enrollment. If you are interested in taking as part of your continued professional development or if required by your position enroll via [EduBrite](#).

Learning Path Discussion Forums (OPT)

Share and grow together!

Learning Path Discussion Forms are now available as an optional resource in EduBrite. We have compiled a list of several frequently asked questions:

What is a Learning Path Discussion Forum?

We heard your feedback from last year's Core Value Learning Path and are excited to introduce Learning Path Forums. Forums provide a space for you to interact with other staff across MLS who are completing the same Learning Path as you! Forums are an easy way to connect System-wide as we work through the 2022 Learning Paths.



Is participation in the Discussion Forums optional?

Yes, this is an optional opportunity for you to interact with those outside of your own Library and Departments. Enroll at any point throughout the year from now until August 31st, 2022 and participate at times convenient for you.

Can I receive EduBrite credit for participating?

Yes, please read the Overview page within the Forum. It outlines how to receive credit on your EduBrite transcript. If you would like the Forum to stay available in your Enrolled courses for easy access throughout the year please wait to complete the Outside Professional Development Forum until August 31st, 2022.

- To receive credit for participating in the forum please fill out the Outside Professional Development Form.
- You will be marked awarded and can go back to access the Forum by selecting the Learning Path Discussion Forum under your Completed Items.

If you enrolled in the Forum but did NOT participate, do not want credit on your EduBrite transcript, OR no longer wish to have the Discussion Forum course viewable on your EduBrite dashboard: select 'Cancel Enrollment' to remove the Discussion Forum course. Don't forget you can re-enroll at any point in the future!

Learning Path Discussion Forums (OPT)

Share and grow together!

I'm interested. How do I enroll?

Each Learning Path has its own discussion forum in EduBrite:

- Learning Path Option 1 Discussion Forum
- Learning Path Option 2 Discussion Forum
- Learning Path Option 3 Discussion Forum

The Learning Path you chose to complete for 2022 determines which Discussion Forum you should enroll in.

1. Navigate to the EduBrite course catalog then type: discussion forum
2. The three Discussion Forum options (1,2, and 3) will appear.
3. Select the green 'Enroll' button on the Discussion Forum option that matches the Learning Path you are completing.

Course Catalog

The screenshot shows the EduBrite Course Catalog search interface. On the left is a search filter sidebar with a red circle '1' next to the 'Name' field. The main search results area displays three identical cards for 'Learning Path Option 1 Discussion Forum (OPT)', 'Learning Path Option 2 Discussion Forum (OPT)', and 'Learning Path Option 3 Discussion Forum (OPT)'. Each card has a red circle '2' next to its green 'Enroll' button. The cards feature a colorful graphic with the word 'FORUM' and 'DISCUSSION'.

2022 Core Value Learning Paths

* Completion Deadline is August 31st, 2022 *

As you know, our focus for the 2022 Learning Path will be strengthening our customer service.

Over the coming year you will complete one of the three approved core value Learning Paths. During this time we encourage you to take notes over what you have learned, as well as work with your colleagues and managers to incorporate what you have learned in your daily work.



Existing staff and staff hired before June 1st, 2022 are required to complete a Learning Path. Staff hired after June 1st, 2022 are outside the performance review period and are exempt from completing a path.

2022 System Wide Requirement: Core Value Learning Path Options:

Learning Path (Core Value): Customer Service Standards Option 1 4(h) 32(m)

- ~ Customer Service Foundations 1(h) 23(m)
- ~ Customer Service: Serving Internal Customers 43(m)
- ~ Customer Service Problem Solving and Troubleshooting 32(m)
- ~ Building Rapport with Customers 27(m)
- ~ Customer Service: Handling Abusive Customers 39(m)
- ~ Creating Postive Conversations with Challenging Customers 33(m)
- ~ Listening to Customers 16(m)

Learning Path (Core Value): Customer Service De-Escalation Option 2 5(h) 26(m)

- ~ Customer Service Foundations 1(h) 23(m)
- ~ Customer Service: Serving Internal Customers 43(m)
- ~ Customer Service: Managing Customer Expectations 21(m)
- ~ Customer Service: Problem Solving and Troubleshooting 32(m)
- ~ Building Rapport with Customers 27(m)
- ~ Customer Service: Handling Abusive Customers 39(m)
- ~ Creating Postive Conversations with Challenging Customers 33(m)
- ~ De-Escalating Conversations for Customer Service 49(m)

Learning Path (Core Value): Customer Service Advanced Option 3 7(h) 39(m)

- ~ Customer Service Foundations 1(h) 23(m)
- ~ Providing Legendary Customer Service (Audio Only) 1(h) 14(m)
- ~ Customer Service: Serving Internal Customers 43(m)
- ~ Creating a Positive Customer Experience 46(m)
- ~ Customer Service: Managing Customer Expectations 21(m)
- ~ Building Rapport with Customers 27(m)
- ~ Listening to Customers 16(m)
- ~ Empathy for Customer Service Professionals 20(m)
- ~ Teamwork Foundations 1(h) 25(m)
- ~ Building Resilience 34(m)

Did you know?

- The odds of being born on February 29th are 1 in 1,461. U.S. Census Bureau states that only about 0.07% or 205,000 people in the U.S. are born on leap year.
- February is among the most frequently misspelled words in the English language.

February



FITNESS TIPS FOR THE HOLIDAY SEASON

It's quite common to get off track with fitness during the holiday season, but it doesn't have to be that way. Instead of thinking in terms of all or nothing, **it's much better to do some exercise than none.**

Whether you're just busy with shopping and get togethers or you're going out of town, **here are some ways you can still fit in some physical activity.**

Set realistic expectations.

Focus on maintenance rather than improvement. Even if you exercise less during the holiday season, avoid giving up completely.

Plan ahead. Check your schedule for when you'll be traveling or attending events and figure out when you can fit in some exercise and schedule it on your calendar. If you're traveling, pack workout clothes so you'll be prepared. Take advantage of hotel gyms, if possible, or go on sightseeing walks.

Exercise early. If possible do at least short workouts in the morning before your day gets busy. This is a way to ensure it gets done.

Keep it short. A 15-20-minute walk or workout is better than no exercise. You can even go on family walks and get everyone moving.



Training Spotlight

Core Value Kudos Cards (OPT)

Core Value Kudo cards are a tool for leaders to recognize staff living out our core values. Anytime you would like to recognize staff simply print out the template, fill out, and share one on one or at staff meetings. Available for download via the Intranet under Learning and Development -> Documents & Forms -> People First - Kudos Cards.

3P Training Tutorial (OPT)

21(m) Do you use OneNote? Have you ever wondered how this tool can benefit you? This course demonstrates how to use MS Office 365 OneNote to create a notebook to help track your projects and tasks digitally. Enroll via [EduBrite](#).

Niche: Ryan Dowd on Unattended Children: How to talk to parents about their children's behavior (OPT)

1(h) Learn what research shows about poverty and parenting, the social construct of "good parenting" and tools for talking to parents about their children's behavior. Enroll via [EduBrite](#).

EduMinutes: Equity, Diversity & Inclusion in the Workplace (OPT)

EduMinutes are short video vignettes approximately 20(m). Staff can opt in to have these optional micro-lessons by clicking on the following link ~ https://www.surveymonkey.com/r/EduMinute_OPT_IN_2021

February ~ Everything Programming Highlights

1. Niche: Niche Academy Webinar - Virtual Programming During COVID

2. Niche: Niche Academy Webinar - Best Practices for Techno-Storytime

3. Niche: Niche Academy Webinar - Relighting Your Programming Fire

4. Niche: Programming for Children and Teens

5. Niche: Niche Academy Webinar - Passive Library Programming

7. Niche: Virtual Programming: Working with Presenters and Performers

8. Niche: Reboot Your Book Club

9. Niche: Niche Academy Webinar - On the Go with Senior Services

10. Niche: Celebrating Inclusion and Diversity in Storytime

What's New?

L&D will be compiling the Top 10s to be more streamlined & focused. Each Top 10 will include a collection of popular courses over a specific topic. We hope this allows you to know instantly by the Top 10 title if you would like to learn more!



6. Niche: Let Me Out! Designing and Implementing a Digital Escape Room

Upcoming Webinars and Training Opportunities

Below are a few hot topic professional development opportunities. Don't forget to visit the Upcoming Webinars and Training page on the Intranet for the registration links and to check out additional professional development opportunities.

- **Basics on Personal Finance ~ February 23rd @ 1:00 pm ST**

We know that retirement is as unique as each individual planning for it. That's why at Nationwide, we define retirement as your vision for the future - not as dollars and benchmarks. Retirement is different for everyone. What does it mean for you? We'll look at some foundational knowledge that can help get you there. When you understand the basics of personal finance, you can make decisions and plan for small changes now that could make a big difference for your future financial wellness.

- **Freedom to Read Roundtable ~ February 24th @ 4:00 pm CST**

Join the Texas Library Association for a crucial roundtable discussion of censorship and tangible steps to protect the freedom to read. Voices from every aspect of this ongoing and constantly evolving issue will weigh in, including a teacher, librarian, parent, legislator, author, and student, using the recent book bannings in Texas and the response from teachers, librarians, and the community at large as an example of a way forward in protecting the first amendment nationwide.

- **How to Help Employees Deal with Imposter Syndrome or Insecurity ~ recording**

Join Stella Grizont, Positive Psychology Expert and Executive Coach, to understand the mechanics of imposter syndrome and how it affects employees. Equip your organization with the right tools to help retain your talent and keep them energized, confident, and well.

- **Rekindling from Burnout: Lessons and Strategies for Public Library Workers ~ recording**

In this webinar we will discuss: Trauma exposure at the library, how our library's "Rekindling from Burnout" project came about, and strategies & actions you can try at your library to build resiliency and networks of support. Additionally, we will share several resources created and curated by the Brooklyn Library staff.

After attending an event please complete the [Outside Professional Development Summary Link](#) to receive credit on your EduBrite transcript.

Wellness Now



Biometric Screening on Wellness Connect!

- You can earn 200 points by completing your biometric screening by September 30th, 2022. You can complete your biometric screening by visiting your primary care physician and submitting the physician form into Wellness-Connect.

Coaching for Heart Health on Wellness Connect!

- Complete three coaching sessions between February 1st and March 31st to earn 25 BONUS points. See Wellness Connect for more details.

Know Your Numbers on Wellness Connect!

- Complete the Health Assessment, Know Your Numbers Wellness Lesson, and Financial Wellness Lesson by March 31st to earn 25 BONUS points. Bonus points will be awarded the first week of April.

Wellness Lesson Highlight

Check out this **Wellness Lesson** from the Wellness Connect portal and earn points for completion ~
Walking



Walking is a safe, simple exercise that's effective for both weight loss and cardiovascular health. It's low-impact, which means it won't damage your joints like running can. Walking at a moderate pace for just 30 minutes a day can vastly improve your overall health.

Last Minute Chicken Dinner



Ingredients:

- 2 tablespoons vegetable oil
- 4 potatoes, thinly sliced
- 1 pound boneless skinless chicken breasts, cut into cubes
- 1 (10.75 oz) can condensed cream of chicken soup
- 1/2 cup milk
- 1 onion, chopped
- 1/4 teaspoon garlic powder
- 2 cups frozen broccoli, carrots and cauliflower combination
- 1/2 teaspoon dried marjoram
- 1/4 teaspoon dried basil
- 1/3 cup grated Parmesan cheese

Directions

- Heat oil in large frying pan over medium high heat.
- Cook potatoes, stirring frequently until tender-crisp. Stir in chicken, cook until no longer pink.
- Reduce heat to medium. Stir in condensed soup, milk, onion, and garlic powder.
- Arrange vegetables on top, and sprinkle with parsley, marjoram and basil. Cover, and simmer over low heat until chicken is cooked through, and vegetables are tender, about 5 minutes.
- Remove from heat, and stir in Parmesan.

Reference: <https://www.allrecipes.com/recipe/47596/last-minute-chicken-dinner/>

Collection Workshops

As we prepare to revamp the Collections Workshops to a new online format, Collection Development Manager, Janeal Walker is conducting one last series of in-person workshops this Spring. If you have been interested in attending the in-person workshops we encourage you to enroll through EduBrite!

- Collection 1 Monday 2/28/2022 9:00 am - 11:30 am
- Collection 2 Monday 3/7/2022 9:00 am - 11:30 am
- *Collection 3 Monday 3/14/2022 9:00 am - 11:00 am

*Collection 3 is available for PS Managers only

*Seek supervisor approval prior to registering. Please confirm you have taken the correct prerequisites before enrolling in any workshops.



Class Schedule

New Access Workshop Spring | 2022

Access 1	Saturday	1/29/2022	1:15-2:45pm
Access 2	Saturday	2/12/2022	1:15-2:45pm
Access 3	Saturday	2/26/2022	1:15-2:15pm
Access 1	Thursday	3/10/2022	9:15-10:45am
Access 2	Thursday	3/24/2022	9:15-10:45am
Access 3	Thursday	4/7/2022	9:15-10:15am
Access 1	Wednesday	4/20/2022	6:15-7:45pm
Access 2	Wednesday	5/4/2022	6:15-7:45pm
Access 3	Wednesday	5/18/2022	6:15-7:15pm

*Seek supervisor approval prior to registering. Please confirm you have taken the correct prerequisites before enrolling in any workshops.



Class Schedule

New Access Workshop Summer | 2022

Access 1	Wednesday	6/8/2022	1:15-2:45pm
Access 2	Wednesday	6/22/2022	1:15-2:45pm
Access 3	Wednesday	7/6/2022	1:15-2:15pm
Access 1	Thursday	7/14/2022	6:15-7:45pm
Access 2	Thursday	7/28/2022	6:15-7:45pm
Access 3	Thursday	8/11/2022	6:15-7:15pm

*Seek supervisor approval prior to registering. Please confirm you have taken the correct prerequisites before enrolling in any workshops.



A Look Ahead



Upcoming March Compliance Training ~ Safe Place (REQ)

Required for All Staff. Safe Place is a national youth outreach and prevention program for young people under the age of 18 (up to 21 years of age in some communities). As a collaborative community prevention initiative, Safe Place designates businesses and organizations as Safe Place locations. This training will be assigned accordingly to your [EduBrite](#) dashboard on March 1st. Completion is due by **March 31st, 2022**.

1st Quarter Safety Training ~ Bloodborne Pathogens (REQ) coming due

Required for All Staff. As a reminder, our 1st quarter safety training, Bloodborne Pathogens, assigned on January 1st to your [EduBrite](#) dashboard is coming due by **March 31st, 2022**.

If you have any suggestions or content you would like to see in the Training Times Newsletter please complete the survey below.

This can include suggestions on a book highlight relating to one of our core values, a training spotlight, recipe, etc.

Survey Link: <https://forms.office.com/Pages/ResponsePage.aspx?id=h4TxDn-72UCNdY>

Contact **Learning & Development** at

training@metrolibrary.org

606-3827 or 606-3729