



Training Times

NEWSLETTER

January | 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.

6 Courses for a Healthier You!

This month's poster highlights 6 courses you can take today to make strides to a healthier you in 2022. Health doesn't always have to center around weight loss. A healthier you could mean better finances, taking time to recharge, staying positive when the unexpected happens. Each course highlights different steps you can take to achieve your goals.

These courses include: Niche: Healthy Eating Choices, Better Wrist and Elbow Health, Setting Your Financial Goals, Niche: Health & Wellness, Creating a Positive and Healthy Work Environment, and finally, Chair Work: Yoga Fitness and Stretching at Your Desk. Don't forget to check out additional resources on Wellness-Connect! Enroll in [EduBrite](#) to complete any of the courses highlighted in January's monthly poster.



January Compliance Launched ~ Cybersecurity Compliance (REQ)

45(m) It is estimated cyber-crime damangers will cost the world \$6 trillion annually as of 2021, up from \$3 trillion in 2015. This training includes an interactive Rise presentation with content provided by our very on IT department to provide us with knowledge on proteching electronic data as library employees. Our January compliance course, Cybersecurity Compliance is required for all staff and has been assigned accordingly via [EduBrite](#). Completion is due *Monday, January 31st*.

1st Quarter Safety Launched ~ Bloodborne Pathogens (REQ)

40(m) Bloodborne Pathogens is one of the annual safety trainings required by PEOSH (Public Employee Occupational Safety and Health). As employees working in the public sector it is important we learn and refresh our knowledge on the importance of handling and disposing of blood and bloodborne pathogens. Our safety training is required for all staff and has been assigned accordingly via [EduBrite](#). Completion is due *Thursday, March 31st*

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:

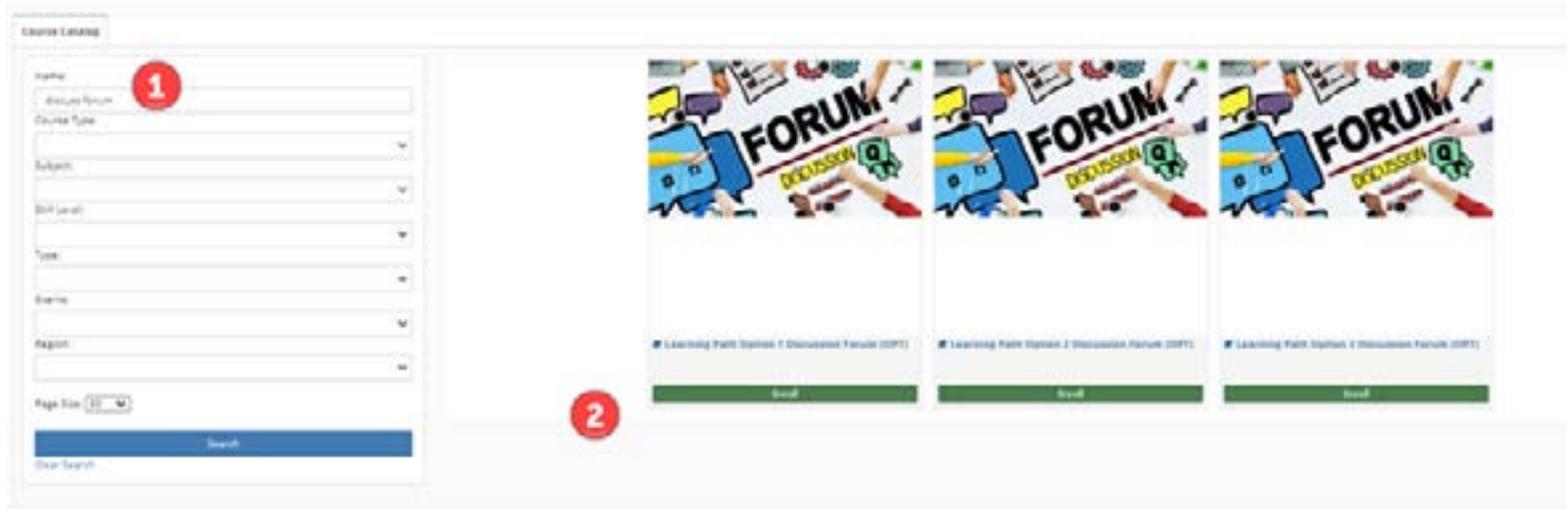
- Learning Path Option 1 Discussion Forum
- Learning Path Option 2 Discussion Forum
- Learning Path Option 3 Discussion Forum

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



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?

- If you were born in January you share a birthday month with David Bowie, Elvis Presley, Stephen Hawking and Mary J. Blige!
- The birthstone for January is garnet.
- In 2009, Oklahoma had its highest record temperature for January at 74 degrees.

January



WHY GOALS ARE BETTER THAN RESOLUTIONS

You've probably heard the statistic that 80% of resolutions fail. However, that doesn't mean you should give up on setting goals. While goals can be set at any time, the start of a new year is a great time for change.

Goals vs. resolutions

A resolution is a decision or intention to do something (or stop doing something). Probably the most common New Year's resolution is to get in shape. This can mean many different things. It could be losing weight, gaining muscle, increasing strength, improving endurance, or something else. In other words, resolutions are typically vague. Another problem is that they tend to be an all-or-nothing approach, which can result in feeling discouraged if you don't achieve it. A goal also involves intention, but to be effective, it should also be specific & include a plan with realistic action steps.



How to set an achievable goal

- **Get in touch with your “why”.** What is your motivation? For example, if your goal is to save more money, identify what you want to do with those savings. Perhaps it's a vacation, a new car, or being able to pay off debt. It can help to visualize what this will look or feel like when you achieve it.
- **Decide on your action steps.** Start by brainstorming the various ways you can accomplish your goal. Decide what specific steps will work best for you and remember to be realistic. Small steps that fit into your lifestyle are easier to maintain. A timeline should also be part of the plan and it's helpful to track your progress in some way.
- **Expect setbacks.** It is inevitable to encounter obstacles. Plan ahead for how you will find a work-around. If your action step is to take a walk during your lunchbreak, what will you do when it rains? If part of your plan is to eat more home cooked meals, what will you do while on vacation? If you get off track because of something you didn't have a Plan B for, simply get back on track as soon as you can.
- **Be flexible.** If the action steps you committed to aren't working or your plan isn't realistic, don't give up on the goal. Simply take some time to reflect on why it's not working and readjust your plan.

What are your goals for 2022? Take advantage of the SMART goal feature in the Wellness-Connect portal to create and track goals that are Specific, Measurable, Achievable, Realistic, and Timebound.

Reference:

<https://www.nationaleatingdisorders.org/blog/goals-vs-resolutions-whats-difference>

Training Spotlight

Core Value Kudos Cards (OPT)

Core Value Kudo cards are a tool for leaders to recognize staff living out our *People First* core value. 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. A pack of Core Value cards will be mailed to all Managers in the coming weeks!

EDI Opportunity ~ Strategies to Foster Inclusive Language at Work (OPT)

1(h) 6(m) In today's world, it's become increasingly important for individuals and organizations to prioritize inclusion. This training explores how inclusive language can create a better workplace culture and proves that even the slightest language adjustments can make a big difference! Enroll via [EduBrite](#).

Hidden Biases of Volunteer Managers (OPT)

1(h) This is an opportunity to look at the ways Volunteer Managers can discover and fight our hidden biases for more impactful programming. Register to attend via the [link](#) or visit the Upcoming Webinars page on the Intranet to register. This webinar is on **February 2nd, 8:30 am CST**.

EduMinutes: Fitness & Goal Setting for the New Year (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

Top 10 January Course Highlights

1. Niche: Healthy Eating Choices ~ 15(m)
2. Better Wrist and Elbow Health ~ 34(m)
3. Setting Your Financial Goals ~ 1(h) 7(m)
4. Overcome Overthinking ~ 36(m)
5. Financial Wellness: Managing Personal Cash Flow ~ 56(m)
6. Creating a Positive and Healthy Work Environment ~ 57(m)
7. Successful Goal Setting ~ 24(m)
8. Learning to Say No with Confidence and Grace ~ 42(m)
9. How to Organize Your Time and Your Life (Audio Only) ~ 24(m)
10. Managing Stress ~ 21(m)

Don't forget completing a course from the [Top 10](#) or [Monthly poster](#) as part of your Professional Development competency requirements earns you a badge on your EduBrite dashboard!



Upcoming Webinars and Training Opportunities

Below are a few hot topic professional development opportunities for the month of January. 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.

- **Niche Academy Webinar: Library Violence Prevention and De-escalation ~ January 19th @ 1:00 pm ST**

In this webinar, we will discuss how staff/patron interactions typically affect the level of risk more than the physical environment itself. When we are able to understand that the level of risk is determined by our approach and response to patron behaviors, it becomes clear that we need the skills, confidence and motivation to safely manage these dynamic encounters. Escalated patron behaviors, including threats, occur generally on a continuum rather than suddenly out of nowhere, for no reason.

- **Small Scale ESL Programs for Your Library ~ January 26th @ 1:00 pm CST**

Getting started with an English as a Second Language (ESL) program at your library does not have to be an intimidating commitment. As your English language program grows, you can offer other group classes and/or one-on-one lessons. However, it is not necessary to start with a complete range of offerings. In this webinar, Claudia Ratay will share her experience and insights into establishing a solid foundation for what can become a very successful ESL program.

- **Copyright for Librarians: What You Need to Know ~ February 9th @ 1:00 pm CST**

Copyright issues abound in librarianship, but there are some easy principles you can apply to better understand and navigate these issues. Join Sara Benson, Copyright Librarian and Assistant Professor at the University of Illinois Urbana-Champaign for this presentation. Sara will cover copyright basics, copyright exceptions, and, of course, fair use. Come prepared for a lively and fun discussion of copyright law.

- **Engaging Families Using A Strengths Based Approach ~ A Self-Paced Online Course with 3 Zoom Sessions in February (Register Today Seating is Limited)**

Family Place Libraries is offering a FREE virtual professional development opportunity in partnership with Brazelton Touchpoints Center for Family Place Network members. The course is a 1 hour self-paced online course followed by three 30 minute reflective practice sessions via Zoom. We are running a cohort in February 2022 and can accept a limited amount of people. If we hit our maximum, you will be placed on a wait list for future cohorts. Register through the Upcoming Webinars Page or by copying this link to your browser: <https://tinyurl.com/Brazelton2022>

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

Wellness Now



Wellness Lesson Highlight

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



Earn points ~ Biometric Screening

You can earn 200 points by completing your biometric screening by September 30th, 2022. Onsite biometric screenings will be available in January, however you can also complete your biometric screening by visiting your primary care physician and submitting the physician form into Wellness-Connect.

Earn Gym Check-In Points on Wellness Connect!

- Earn gym check-in points for your subscription based fitness app workshots. See Wellness Connect for more details.

Receive your COVID-19 Booster ~ Earn 50 points in Wellness Connect!

- Log in to Wellness-Connect.net, select 'Upload Exams & Events' under 'Earn Points' and click 'Submit' on the Covid-19 Booster Vaccine point tile.

The Oral Health Wellness Lesson focuses on several important topics related to preventing tooth decay, gum disease, and other oral health conditions. You will learn about effective oral hygiene practices and the importance of regular check ups. This is especially important if you have a chronic disease that makes you more vulnerable to dental problems.

Quick & Easy Garlic Miso Soup



Ingredients:

- 5 cups water
- 1/4 cup miso
- 3 gloves garlic, minced
- 3/4 tsp. garlic powder
- 1/2 cup shiitake mushrooms, sliced
- 1 tbsp. soy sauce
- 1 tbsp. sesame oil
- 1 block of tofu, sliced into cubes
- 3 scallions, sliced

Directions

- Gather all ingredients.
- Heat water in a large pot until it reaches a low simmer, then reduce heat & stir in the miso. Keep the water below the boiling point.
- Stir well to fully dissolve the miso and make sure there are no clumps.
- Stir in the remaining ingredients, allow the heat to gently soften the mushrooms & garlic.
- Stir well and serve.

Reference: <https://www.thespruceeats.com/easy-garlic-miso-soup-recipe-3377996>

Servings: 6

MANAGE YOUR TIME WISELY

Having too many tasks and not enough time are probably the biggest work-related stressors.

Here are five ways to better manage your time so you can reduce that feeling of overwhelm.

- 1** | Do a time audit. Track how you spend your time for one week. This will give you a more accurate picture of how much time certain tasks take, as well as what activities may be time wasters.
- 2** | Create a daily schedule and to-do list. Knowing what you will be working on at what time helps with productivity & focus. At the end of each day, make a list of the most important tasks for the next day.
- 3** | Prioritize. If possible, tackle the most important & urgent tasks first. Eliminate the tasks that are neither urgent or important.
- 4** | Chunk your tasks. Grouping similar tasks together, such as replying to emails or making phone calls, can increase efficiency.
- 5** | Avoid multi-tasking. It may seem more efficient to do more than one thing at once, but our brains aren't really capable of doing so. You lose productivity because your attention is actually switching back & forth.



Reference:
<https://www.lucidchart.com/blog/time-management-at-work>



Wellness-Connect
Powered by Allura Health

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JANUARY IS
**Birth Defect
Awareness Month**



#HEALTHYCOMMUNITIESHEALTHYBABIES

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

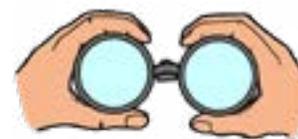
New Access Workshop Summer | 2022

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 February Compliance Training ~ Ethical Issues in Employment (REQ)

Required for All Staff. 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. other important cybersecurity information. This course will be assigned accordingly to your [EduBrite](#) dashboard on February 1st. Completion is due by **February 28th, 2022.**

2022 Summer Super Volunteer Supervisors Training (REQ)

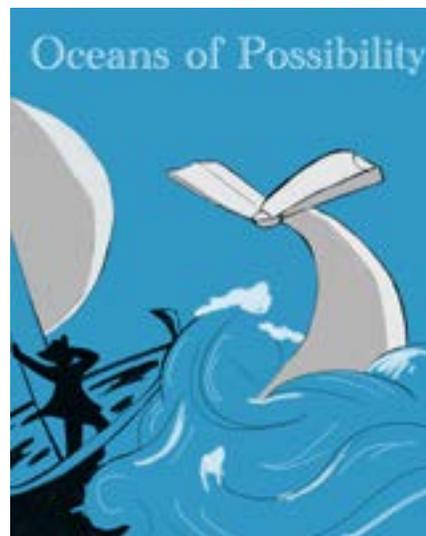
Closed session for designated Volunteer Supervisors. Open to Engagement Managers for Enrollment. Learn how to create compelling opportunities and corresponding schedule slots for your location. Discover where the teens are and identify ideas & strategies for bringing the right volunteers to you! Then help your interviews be the best they can be! Put your teens at ease and get them talking. Finally, determine if library promoters (virtual volunteers) are the key to bringing Summer Reading to the next level. Join us to learn these things and more! Session one is **January 20th, 2022, 1:00 pm CST.**



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>



Summer Supers Winning Art by Daniel Oliver

Contact **Learning & Development** at

training@metrolibrary.org

606-3827 or 606-3729