

Training Times

NEWSLETTER

December | 2021

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.

Dealing with Grief, Loss, and Changes as an Employee 53(m)

What makes grief, loss, and change so challenging is the difficulty we have experiencing and expressing unpleasant feelings. The COVID-19 pandemic, economic downturn, and related challenges have brought these feelings into the workplace. As an employee, it can be difficult to balance grief and loss with professional responsibilities, especially since many organizations don't have a script for handling these situations. This timely course from Joan Rosenberg, PhD, is a strategic and practical guide to building core emotional strength, reducing anxiety, and developing the confidence needed to navigate grief, loss and change. Enroll in [EduBrite](#) to complete this month's course highlight.



EduMinutes: Stress Management & Mental Health - December 2021 (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

December Compliance ~ Diversity and Inclusion (REQ)

Our December compliance course, Diversity and Inclusion is required for all staff and has been assigned accordingly via [EduBrite](#). Completion is due **Friday, December 31st**.

Winter Reading Challenge 2022 (REQ)

Winter Reading kicks off in January! To bring awareness of this system-wide program, all staff are completing the Winter Reading Challenge 2022 (REQ) course assigned via [EduBrite](#) by **Friday, December 31st**.

Reminder ~ Enroll in a Core Value Learning Path by December 31st

All staff will need to enroll in **one** of the three available options by December 31st. See page 2 for more information about the Learning Paths.

2022 Core Value Learning Paths

*** Enrollment Deadline is December 31st, 2021 ***

As you know, our focus for 2022 as a System 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 name December comes from the Latin decem for "ten", because it was the tenth month in the Roman calendar.
- The birthstone for December is turquoise.
- December 17th is Wright Brothers Day and December 26th is National Candy Cane Day!

December



WHY & HOW TO PRACTICE GRATITUDE

Whether the holiday season leads to positive or negative emotions (or both), it's a great time to practice gratitude. **Take a look at the proven benefits**

Greater happiness Research has shown that gratitude can reduce toxic emotions like, frustration, envy, regret, resentment, and stress. This can improve emotional wellbeing, including lower rates of depression and greater life satisfaction.

Better physical health People who practice gratitude tend to take better care of themselves by engaging in healthier behaviors, such as exercise and eating a healthy diet. Gratitude can also reduce stress, which can help immunity. In fact, studies show that a gratitude practice can even result in fewer headaches, better digestion, fewer respiratory infections, and better sleep.

Healthier relationships We've all been taught that saying "thank you" shows good manners, but it's also a good idea to go beyond the expected politeness. Acknowledging people's specific contributions goes a long way toward building strong relationships, whether that's in the workplace or elsewhere.

The best way to reap these benefits is with a consistent gratitude practice. Here are three simple ways to do this:

Keep a gratitude journal and write three things you are grateful for each day. Doing this at night before going to bed can help make it a routine and improve sleep. For others, doing it in the morning, can help get the day off to a positive start. The things you write can be big or small, like the way a person supported you at work or the sound of birds near your window. To make this even more effective, tune into the feeling of gratitude.

Practice the "Three Blessings" exercise developed by Dr. Martin Seligman. Take about 10 minutes each night before bed to write down three things that went well that day and why they went well. This helps to decrease your focus on the negative aspects of your life and allows you to feel more in control of your circumstances.

Write a gratitude letter. This can be a short note, text, email, or even a card letting someone know how much they mean to you. Try to be concrete & specific about what you appreciate about them or the things they have done for you. The holiday season is a great time to show gratitude!



Training Spotlight

Niche: Niche Academy Webinar - Library Dementia Services (OPT)

More than 50 million people globally are living with Alzheimer's disease and related dementias, and tens of millions further serve as their caregivers. As an aspect of our public service, it is important that librarians learn to serve and assist those with dementia in our communities. Enroll via [EduBrite](#).

Booktalking for Teen Services Staff (OPT)

1(h) This recorded training is an excellent skill building opportunity for Teen Services staff, especially Librarians, Engagement Specialists, and Engagement Managers. Learn to talk about and pitch books to teens (and their parents) at the reference desk, in programs, virtually, and during outreach events. Open to all staff via [EduBrite](#).

Niche: Ryan Dowd on Body Odor: How to Talk About Odor Without Awkwardness (OPT)

1(h) 30(m) This training by Ryan Dowd discusses how to make conversations about body odor easier, the two different types of body odor conversations and when to use each. Enroll via the [EduBrite](#) course catalog.

Inclusive Language Guide (OPT)

30(m) This course was not created by the Metropolitan Library System. It was adopted through Creative Commons. The purpose is to share information on inclusive language as part of learning more about our Core Value Equity, Diversity and Inclusion. Open to all staff via [EduBrite](#).

EduBrite Most Popular Courses of 2021

1. Excel Essential Training (Office 365/Microsoft 365) ~ 2(h) 10(m)

2. Strategic Thinking ~ 38(m)

3. Communicating with Confidence ~ 1(h) 16(m)

4. Confronting Bias: Thriving Across Our Differences ~ 40(m)

5. Diversity, Inclusion, and Belonging ~ 47(m)

6. Critical Thinking ~ 1(h) 6(m)

7. Time Management Fundamentals ~ 2(h) 53(m)

8. Learning Personal Branding ~ 48(m) 26(m)

9. Communicating about Culturally Sensitive Issues ~ 55(m)

10. Interpersonal Communication ~ 37(m)

For a full list of the most popular LinkedIn Learning courses of 2021 visit the Intranet and search December Top 20.

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 November. 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.

- **How to Reset, Prioritize, and Create Goals for Happy, Productive New Year ~ December 15th @ 12:00 pm CST**

2022 is around the corner. The start of a new year is a great time to consciously rethink what you want with fresh eyes. Regardless of whether or not you're a fan of new year resolutions, goals can be a great way to reset coming into the new year. In this webinar, speaker and executive coach, Stella Grizont will share how to create attainable goals amidst uncertainty and how to set yourself up for success in the coming year.

- **Tech for Teens: Coding Websites ~ December 18th @ 10:00 am ST**

This workshop will introduce teens with disabilities to the basics of coding for the internet with HTML and CSS. Students will create their own unique website and publish it on the Internet using a free online tool at Glitch.com. Students will be able to experiment with code and see the results online in real time.

- **Becoming a Teaching Librarian: Reflective practice and teacher identity in academic librarianship ~ January 12 @ 1:00 pm CST**

Join Claire McGuinness to learn about "teacher identity" and the various ways in which it develops over the course of a career in academic librarianship. Based on her recent book, *The Academic Teaching Librarian's Handbook*, participants will be invited to reflect on their own personal teaching journeys, and how they perceive and inhabit their roles. Participants will also learn about the benefits of reflective practice in shaping teacher identity, as well as some practical approaches that they can integrate into their work."

- **Library Violence Prevention and De-Escalation ~ January 19th @ 1:00 pm CST**

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.

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**



Flu season is around the corner!

We encourage you to stay healthy and take advantage of your employee benefits by grabbing a free flu shot voucher.

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.

Healthy Baked Apples



Ingredients:

- 6 large apples
- 1 cup old fashioned oats
- 1/2 cup pecans, chopped
- 1 tsp. cinnamon
- 1/2 tsp. nutmeg
- 1/2 tsp. ground ginger
- 2 tbsp. coconut oil, melted
- 2 tbsp. maple syrup
- 1/2 cup apple cider vinegar or water

Directions

- Heat oven to 400 degrees F.
- Core apples by slicing the top of the apples flat, removing the stem and cutting about half way down to remove the seeds and core.
- Grease a baking dish with coconut oil or cooking spray and place the apples in the dish.
- In a bowl, combine oats, pecans and spices. Add in melted coconut oil and maple syrup. Stir to combine.
- Divide oat mixture evenly among the center of the apples, pressing the filling in toward the center.
- Pour apple cider vinegar or water into the bottom of the baking dish. Cover with foil and bake for 30 minutes, basting the apples with cider every 5-10 minutes. Uncover the apples for the last 5 minutes.
- The apples are cooked when they are fork tender.

Reference: <https://thecleaneating-couple.com/healthy-baked-apples/>

Servings: 6

Easy Holiday Side Dish!

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.



Class Schedule

Access Workshop Summer | Fall 2021

DEC 14

- XChange Meeting

DEC 31

- Winter Reading Due
- December Compliance Due
- 4th Quarter Safety Due

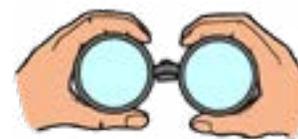
Workshop Name	Day	Date	Time
Access 1	Wednesday	12/1/2021	1:15p - 2:45p
Access 2	Wednesday	12/15/2021	1:15p - 2:45p
Access 3	Wednesday	12/29/2021	1:15p - 2:45p

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

[Link to class schedule](#)



A Look Ahead



Upcoming 1st QTR Safety ~ Bloodborne Pathogens (REQ)

Required for All Staff. This safety training will teach employees about the hazards of bloodborne pathogens in the workplace and the basic controls required under OSHA's bloodborne pathogen standard. This course will be assigned to your [EduBrite](#) dashboard on January 1st. Completion is due by *January 31st, 2022*.

Upcoming January Compliance Training ~ CyberSecurity Compliance (REQ)

Required for All Staff. This compliance course designed by Information Technology (IT) will provide information on how to protect yourself and personal information from phishing attacks, as well as other important cybersecurity information. This course is required for all staff and will be assigned accordingly to your [EduBrite](#) dashboard on January 1st. Completion is due by *January 31st, 2022*.

2022 Access Schedule Coming Soon

As we begin to close out another year please be on the lookout for the 2022 Access Workshop schedule. Once finalized, the schedule will be made available to all staff and can be printed and kept at your office/location.



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

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