



# Training Times

## NEWSLETTER

September | 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

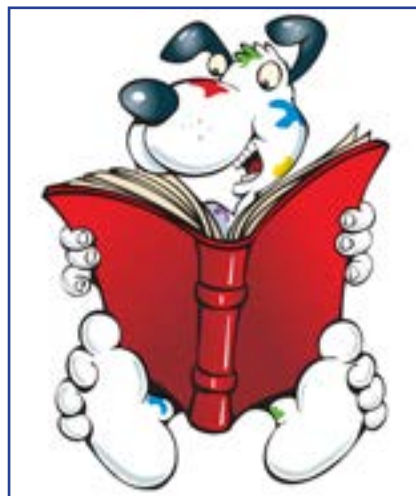
**P**lease contact Learning & Development if you have a training or announcement you would like to see shared with the rest of MLS via the Training Times. Contact information can be found on the last page.

### Niche: Tech Talk: Think Like Tech Support

In this tutorial, learn about how to better trouble shoot your computer and technology problems. This training is first and foremost aimed at people who are not computer experts. Enroll in [EduBrite](#) to complete this month's course highlight.

### EduMinutes: Part 2 - EDI Core Value - September 2021 (OPT)

EduMinutes are short video vignettes approximately 20(m). Each month we will be covering one of the Systems' core values. Staff can opt in to have these optional micro-lessons put on their dashboard by clicking on the following link ~ [https://www.surveymonkey.com/r/EduMinute\\_OPT\\_IN\\_2021](https://www.surveymonkey.com/r/EduMinute_OPT_IN_2021)



### September 2021 - Compliance - Americans with Disabilities Act (REQ)

30(m) There are two versions of this required training: Supervisor and Non-Supervisor. The appropriate course has been assigned to your EduBrite dashboard. Completion is due for all staff by Thursday, *September 30th*.

### New Professional Development Opportunity! ~ CIVIL Legal Justice Trainings

There are four courses available in EduBrite. Depending on your interests and needs you can enroll in one or all of the classes! The courses include an online component, then attendance at a zoom meeting facilitated by Northwest Library Manager, Nicole Sump-Crethar. More details on the trainings can

be found on *page 3*. Enroll now via [EduBrite](#).

### Reminder ~ OCARL: Oklahoma Contemporary Art Reference Library Overview (REQ for PS Only) Available in EduBrite!

The OCARL training introduces the new OCARL collection, our partnership with the Oklahoma Contemporary Art Center and Kirkpatrick Foundation, and the goals for the collection. Don't forget this training is still available for all MLS Staff to enroll in via [EduBrite](#).

## Great Customer Service Tips To Improve Your Customer Satisfaction (People First)

This month, focus on being more intentional when interacting with your customers. Learn their name, be proactive when offering help, or simply reach out and ask how their day is going!

Here are 6 tips you can try this month to create a great experience and improve customer satisfaction. Can you think of other things you can do at your location or within your department?



### Customer Service Tips You Can Try Today:

1. **Address your customers by name!** ~ One of the best ways to offer a more personal customer experience is using the customer's name when talking with them – in person, over the phone, or through email.
2. **Avoid negative language.** ~ When speaking with customers, always try to give your responses in positive terms, even when delivering bad news.
3. **Offer omnichannel support.** ~ This means having a presence and a customer experience strategy in place on any channel your customers are active!
4. **Make feedback part of your brand.** ~ Customer feedback can help you improve your services and products, and offer you data that makes it easier to make the right business decisions. Also, taking it seriously shows your customers how much you value their opinions.
5. **Provide Self-Help Options.** ~ [According to a Zendesk survey](#) of 7,000 respondents, around 53% of people considered it was more important to be able to resolve their own service-related problems by themselves.
6. **Share feedback across all departments/branches.** ~ It's not enough to just have your frontline employees collect customer feedback, analyze and respond to it. That kind of info must be shared with all employee departments – including management.

Full article here: <https://www.retently.com/blog/customer-service-tips/>

## Did you know?

- September marks the beginning of autumn in the northern hemisphere (and the start of spring in the southern).
- Take care of you! September is Self-Care Awareness Month and is a time to remind us that taking care of ourselves is essential.
- The birthstones for September are Sapphire (Aug 23 - Sep 23) and Lapis Lazuli (Sept 24 - Oct 23).

## September



## New Professional Development Opportunity



### CIVIL LEGAL JUSTICE TRAININGS



Webjunction, in partnership with Legal Services Corporation has developed a four part series on how to improve customers' access to civil legal information and services.

Library Staff can be a big help to customers on this process. Our series of classes will help increase staff member's confidence by providing practice conducting a legal reference interview, helping distinguish between information and advice, and explaining our legal system, court rules and civil procedure.

There are four courses available in EduBrite. Depending on your interests and needs you can enroll in one or all of the classes! The courses include an online component, then attendance in a zoom meeting facilitated by Northwest Library Manager, Nicole Sump-Crethar.

#### People First & EDI (CV)

This course directly relates to our Core Values of People First and Equity, Diversity, and Inclusion. When we put people first, we strive to offer the best services and resources we can. In particular, improving our civil legal justice assistance especially addressing equity and inclusion by helping to increase fair treatment of our customers, eliminating barriers, and facilitating access to justice.

#### Frequently Asked Questions:

##### After I complete the online content where can I find the Zoom discussion times/dates?

The times/dates for the zoom discussion can be found on the Events page of each course. Click the Events tab and enroll in a date that works with your schedule.

##### Are these trainings required?

No, the Civil Legal Justice trainings are 100% optional. They are a great opportunity to assist our customers and learn about civil legal information. Don't forget these courses can be documented on your end of year performance review under the *'Professional Development'* competency.

##### What do I search in EduBrite to find the courses?

Type keyword: **'civil legal'** for each course to populate or search by individual course title:

- Civil Legal Justice Training Course 1: The Justice Gap and US Legal System
- Civil Legal Justice Training Course 2: Legal Issues and Resources
- Civil Legal Justice Training Course 3: Finding and Partnering with Legal Service Providers
- Civil Legal Justice Training Course 4: The Legal Reference Interview

##### Will I have to complete all four courses to receive credit?

No, each course is designed to stand alone and will cover different topics. However we encourage you to complete as many as possible to get the most from this four course series. \*Don't forget to enroll in the Zoom discussion group as well!

# Training Spotlight

## Transforming Teen Services Trainings Now Available in EduBrite!

If you weren't able to make the virtual Transforming Teen Services training sessions held over the past few months via Zoom, the recordings are now available. The course titles are included below. Enroll via [EduBrite](#).

- Transforming Teen Services Training: Ages & Stages
- Transforming Teen Services Training: Computational Thinking
- Transforming Teen Services Training: Connected Learning
- Transforming Teen Services Training: Educational Equity

## 21-Day Creative Exercise Desk Challenge

1(h) 7(m) Professionals spend a third of their day at a desk. In this course, learn how to turn your desk into a creative idea station where inspiration is always just an arm's reach away. Each challenge is only 10 minutes a day! Now available in the [EduBrite](#) course catalog.

## Cultivate Balance and Well-Being as Offices Reopen

3(h) 23(m) As offices reopen, you need proven tools and techniques to navigate change and uncertainty. In this learning path, five experts teach you how to cultivate balance and well-being when everything feels overwhelming. Complete as your schedule permits! Enroll through the [EduBrite](#) course catalog.

## EduBrite Top 10 Courses

**1.** Use an Entrepreneurial Mindset to Find Success and Fulfillment at Work ~ 48(m)

**2.** Niche: Tech Talk: Think Like Tech Support ~ no time provided

**3.** Building Rapport with Customers ~ 27(m)

**4.** Learning to Say No ~ 22(m)

**5.** Niche: Addressing Secondary Trauma, Stress, Compassion Fatigue, and Burnout ~ 20(m)

**6.** Niche: Dealing with Angry Patrons ~ 1(h)

**7.** Managers as Multipliers of Well-Being ~ 38(m)

**8.** How to Be an Effective Remote Manager ~ 1(h) 9(m)

**9.** Niche: Bilingual Storytimes: Reaching Through the Language Barrier ~ 1(h)

**10.** Discussing Racism with Dr. Christina Greer ~ 32(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!





# Wellness Now

## Wellness Lesson Highlight

Check out this **Wellness Lesson** from the Wellness Connect portal ~ **Stress Less**

Whether you want to proactively avoid stressors or learn how to cope with the stress you already have, this Wellness Lesson can help you improve your stress management and make lasting changes.



### Earn 50 points in Wellness Connect!

- Take the health assessment by September 30th, 2021.
- Complete 10,000 steps by September 30th, 2021.

### Download the Wellness Connect App!

- Sync your fitness device.
- Check-in at your local gym or health club on the go.
- Set up your coaching goal(s) to schedule a session with a health coach.

### Receive your final COVID-19 dose to earn 100 points in Wellness Connect!

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

## White Chicken Enchiladas



### Ingredients

- Soft taco-size flour (or corn) tortillas depending on preference.
- 2 cups cooked shredded chicken
- 2 cups monterey or pepper jack cheese
- 3 tbsp butter
- 2 tbsp flour
- 2 cups of chicken broth
- 1 cup sour cream
- 1 can diced green chilies (4 oz)

### Directions

- Preheat oven to 350°F. Grease 9x13 pan.
- Mix cooked chicken and 1 cup cheese. Roll up in tortillas and place in pan.
- In a sauce pan, melt butter, stir in flour, and cook 1 minute. Add broth and whisk until smooth. Heat over medium heat until thick and bubbly.
- Stir in sour cream and chilies. Do not bring to boil or sour cream may curdle.
- Pour over enchiladas and top with remaining cheese.
- Bake 22 minutes and then under high broil for 3 minutes to brown the cheese.

Serving size: 6-8  
Readin in: 30 minutes

Reference: <https://www.food.com/recipe/white-chicken-enchiladas-518280#activity-feed>

## Class Schedule

### Access Workshop Summer | Fall 2021

#### SEPT 1

- September compliance course launched.

#### SEPT 30

- September compliance course due.
- Weeding 2.0 due for all Engagement Staff.

Class Name	Day	Date	Time
Access 1	Tuesday	6/15/2021	9:15-10:45am
Access 2	Tuesday	6/29/2021	9:15-10:45am
Access 3	Tuesday	7/13/2021	9:15-10:15am
Access 1	Wednesday	7/28/2021	1:15-2:45pm
Access 2	Wednesday	8/11/2021	1:15-2:45pm
Access 3	Wednesday	8/25/2021	1:15-2:15pm
Access 1	Saturday	9/11/2021	1:15-2:45pm
Access 2	Saturday	9/25/2021	1:15-2:45pm
Access 3	Saturday	10/9/2021	1:15-2:15pm
Access 1	Thursday	10/21/2021	6:15-7:45pm
Access 2	Thursday	11/4/2021	6:15-7:45pm
Access 3	Thursday	11/18/2021	6:15-7:15pm
Access 1	Wednesday	12/1/2021	1:15-2:45pm
Access 2	Wednesday	12/15/2021	1:15-2:45pm
Access 3	Wednesday	12/29/2021	1:15-2:15pm

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

[Link to class schedule](#)



# Class Schedule

## Collection Workshop Summer | Fall 2021

Class Name	Day	Date	Time
Workshop 1	Wednesday	6/9/2021	2:00-4:30
Workshop 2	Wednesday	6/16/2021	2:00-4:30
Workshop 3	Wednesday	6/23/2021	2:00-4:30
Workshop 1	Tuesday	8/10/2021	9:30-12 PM
Workshop 2	Tuesday	8/17/2021	9:30-12 PM
Workshop 3	Tuesday	8/24/2021	9:30-12 PM
Workshop 1	Tuesday	10/5/2021	5:30-8 pm
Workshop 2	Tuesday	10/12/2021	5:30-8 pm
Workshop 3	Tuesday	10/19/2021	5:30-8 pm
Workshop 1	Tuesday	11/4/2021	2:00-4:30
Workshop 2	Tuesday	11/11/2021	2:00-4:30
Workshop 3	Tuesday	11/18/2021	2:00-4:30

\*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 October Compliance Training ~ Discrimination and Harassment in the Workplace: Non-Supervisor (REQ)

**Required for non-supervisors.** This compliance course is required for non-supervisors and will be assigned accordingly to your [EduBrite](#) dashboard. Completion is due by **October 31st, 2021**.

## Live Database Trainings ~ October 11th!

We are offering virtual database training over 2 of our biggest eResource platforms on October 11th. If you are new to these platforms or would like a refresher enroll via [EduBrite](#)! Times for the sessions are shown below. Save your seat by **October 8th, 2021**.

- HelpNow Live Database Training (OPT) ~ 2:00p - 3:00p
- EBSCO Discovery Service (OPT) ~ 9:30a - 10:30a

## Upcoming October Compliance Training ~ Discrimination and Harassment in the Workplace: Supervisor (REQ)

**Required for supervisors.** This compliance course is required for supervisors and will be assigned accordingly to your [EduBrite](#) dashboard. Completion is due by **October 31st, 2021**.

## 4th QTR Safety ~ Slips, Trips, and Falls (REQ)

**Required for all Staff.** The Occupational Safety and Health Administration, or OSHA, regulates slips, trips, and fall hazards and requires employers to apply standards for walking and working surfaces to protect against this workplace hazard. This training will be assigned to your EduBrite dashboard on October 1st. Completion is due by **December 31st, 2021**.



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](mailto:training@metrolibrary.org)

606-3827 or 606-3729