



Training Times

September

September Classes:

Speaking of Libraries...

September 6, 2011

Genealogy 101

September 7, 2011

Reference Tools 4: Health Sources

September 8, 2011

Celebrating Differences—Customer Service Series

September 13, 2011

Managing Employee Performance—Supervisory Series

September 13, 2011

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September 14, 21, and 28, 2011

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September 14, 2011

Understanding the Person in Front of You

September 22, 2011

Make sure you check out the new webinars on Pages

Volume 4, Issue 8

September 2011

Wow, it's September... Where has the time gone? We have successfully finished another Summer at the Library Program and our young customers are once again back into the routine of school and school activities. Not only are our young customers returning to their educational endeavors, but so are many others – Are you?

Metro University provides a large number of face-to-face and online courses to help you meet your educational goals. You can find a complete listing of all courses by visiting the training page on the MLS Intranet and selecting the Metro U LMS. This issue of *Training Times* features some of the upcoming classes, but there are plenty more if these do not fit your schedule.

Of special interest this month is our Speaking of Libraries and Understanding the Person in Front of You courses. These courses offer MLS employees a special insight into the Metropolitan Library System and the importance of understanding your co-workers and our customers. Even if you have been in the library system for awhile or you are new to our organization, these course provide insight into the important work libraries offer to the people of our communities. Don't forget to check out this month's supervisory and customer service courses offered by SGR at the City of Edmond's Cross Timbers Complex!

And, FOCUS! 2011 is right around the corner – Watch the MLS Intranet for registration information in the coming weeks. You will also have the opportunity to take part in the Healthy Me II Challenge where you will be given the opportunity participate in the wellness screenings started last year by our wellness provider Personalized Prevention. This year's theme is "Under the Big Top" and no, there will not be clowns (at least not the ones in make-up)!

Just a reminder, we are still awaiting a launch date for our new e-mail program from our provider, but please continue to get your Calypso accounts ready for the transition. You will have at least a week's notice beforehand, but don't let it creep up on you!!

Thanks for all you do for our customers and for each other – It takes us all.

See you in class!

Speaking of Libraries...

Wikipedia defines System Thinking as “the process of understanding how things influence one another within a whole.” In our library organization we consist of people, structures, and processes that work together to make our system health or unhealthy from a system-thinking perspective. How do you view our system? Is it healthy or unhealthy in your perspective? How you see our system is likely to impact how you respond when you are asked to speak about your job or what is happening at your library location.

In this course, we will spend time understanding our library system – how it operates, how decisions are made, and where each of us fit into the organizational puzzle of the Metropolitan Library System. Once we have an understanding of our system we can then share this with those we come in contact with both professionally and socially. The course will focus on creating a quick response to the situations where people ask: “What do you do?” or “What’s happening at your library?” This response will not only answer their question, but help them to see your library in a whole new perspective.

Course Details:

Dates: Tuesday, September 6, 2011

Time: 1:30—4:30 pm

Location: Midwest City Library

Facilitator: Stacy Schrank

[Sign-up in the LMS with this link](#)

Genealogy 101

Genealogy is currently one of the most popular hobbies, and there’s a good reason why. The Internet has made it possible for people to pursue their family history from the comfort of their own homes or their local libraries. It is no longer necessary for customers to travel to the library that has the most microfilm readers and the largest print collection. Much of that information is available from subscription databases that can be accessed at all Metropolitan Library locations or from free Internet sites. At the end of this course, participants will be able to: Identify the information needed from home and family; Locate charts and forms and accurately use them; Select and use the genealogy databases that will be most helpful; Identify print sources that are available; Identify and use valuable Internet sources.

Course Details:

Dates: Wednesday, September 7, 2011

Time: 1:30—4:30 pm

Location: Belle Isle Library

Facilitator: Phyllis Davidson

[Sign-up in the LMS with this link](#)

Reference Tools 4: Health Sources

Many people have health and wellness questions, and we want to be a source for quality information. We'll spend this session working with some standard tools for health topics and we'll discuss how we can professionally navigate sensitive health-related reference interviews.

Course Details:

Dates: Thursday, September 8, 2011

Time: 1:30—4:30 pm

Location: The Village Library

Facilitator: Julianna Link

[Sign-up in the LMS with this link](#)

Intro to Collection Management

This workshop is designed for all library employees and is intended to familiarize the participants with policies, procedures, methods and reports which are integral to the materials management process.

At the end of this course, participants will be able to: Discuss library system policies and procedures relating to the materials management process; Recognize his/her own responsibility to contribute to the process of selecting new material, replacing older material, and withdrawing damaged, outdated, or unused materials; Understand the guidelines concerning bindery, gift materials and routing materials; and Use library system methods and reports regarding materials management.

Course Details:

Dates: Wednesdays, September 14, 21, and 28, 2011

Time: 8:30—12:30 pm

Location: Downtown Library, 3rd Floor, Metro U Training Room

Facilitator: Materials Selection Staff

[Sign-up in the LMS with this link](#)



RELATIONAL LEADERSHIP: customer service

Celebrating Differences

The U.S. workplace is more diverse than ever before. Diversity brings many benefits, but it also creates a responsibility for supervisors and employees to learn how to nurture and encourage healthy and vibrant interactions and teamwork in such a diverse environment. Embracing Diversity in the Workplace trains participants how to create a productive, synergistic environment.

Date and Time:

September 13, 2011
8:30 AM – 12:30 PM

Location:

Cross Timbers Public Service Center
Administration Building
2012 Old Timbers Drive
Edmond, OK 73034

Objectives:

By the end of this workshop, participants will be able to:

- Recognize the reality of diversity
- Recognize the need for inclusion in the workplace
- Recognize behaviors reflecting inclusion
- Overview legalities of discrimination
- Develop skills for pursuing inclusion



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OPERATIONAL LEADERSHIP: supervisory

MANAGING EMPLOYEE PERFORMANCE

Meaningful performance management techniques maximize employee performance by communicating areas needing improvement, as well as areas of excellence, in ways that ensure the employee understands the expectations. Performance management is not an event, but rather a continual process that begins while the new employee is still on probation, continues through the career of the employee, and ends with the retirement party. The key to success is an effective performance management process. Managing Employee Performance teaches participants the steps in that process and provides tools to successfully implement each step.

Date and Time:

September 13, 2011
1:00 PM – 5:00 PM

Location:

Cross Timbers Public Service Center
Administration Building
2012 Old Timbers Drive
Edmond, OK 73034

Objectives:

By the end of this workshop, participants will be able to:

- Discuss the Performance Management Process
- Recognize the benefits of the Performance Management Process
- Discuss Performance Coaching as it relates to the work environment
- Apply coaching tools to improve employee performance



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OPERATIONAL LEADERSHIP: supervisory

LEADING TEAMS

An effective team is one that achieves a high level of performance and member satisfaction. They must have a climate of openness and trust, a clear purpose, specific roles and work assignments, and an effective system of conflict resolution. Leading Teams teaches participants the dynamics of leading a team, the characteristics of an effective team, and the different team player styles that may make up a team. This class includes a self-assessment to identify individual style, team building techniques, and case studies that apply the principles of team leadership.

Date and Time:

September 14, 2011
8:30 AM – 12:30 PM

Location:

Charles Johnson Neighborhood Services
Meeting Room D
8726 S.E. 15th Street
Midwest City, OK 73110

Objectives:

By the end of this workshop, participants will be able to:

- Define "team"
- Contrast teams and teamwork with traditional work groups
- Identify characteristics of an effective team
- Identify team-player styles
- Recognize stages of team development



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Understanding the Person in Front of you

In any given day we are placed in a variety of situations where we need to interact with another person or a group of people. How we handle these situations is likely to be the key to how the interaction goes – If we are uncomfortable with the interaction we may have difficulty with person and this may negatively impact the resulting interaction. On the flip side, if we are comfortable with the situation, the interaction may go smoothly and we may not think anything more about it.

When you deal with people there are some basic things that are common: First, people either agree or disagree with things; Next, they all feel different emotions at different times; and finally, they all talk and listen which is referred to as communication. In this course you will learn how to best face the interactions with others by understanding these three commonalities and how best to make your interactions positive both for you and the person in front of you.

Course Details:

Dates: Thursday, September 22, 2011

Time: 2:00—4:00 pm

Location: Ralph Ellison Library

Facilitator: Stacy Schrank

[Sign-up in the LMS with this link](#)

EBSCO Webinars:

[Auto Repair Reference Center](#)

September 13, 5-6 pm

[Consumer Health Complete](#)

September 21, 4-5 pm

[EBSCOhost Advanced](#)

N/A

[EBSCOhost Basics](#)

N/A

[EBSCOhost Train-the-Trainer](#)

September 7, 12-12:45 pm

September 28, 2-2:45 pm

[Literary Reference Center](#)

September 12, 9-10 am

[Medline](#)

N/A

[Marketing your EBSCO Databases](#)

September 14, 2-3 pm

[My EBSCOhost Folder](#)

September 21, 12-1 pm

[NoveList K-8 Overview](#)

N/A

[NoveList Overview](#)

September 6, 10-10:45 pm

[NoveList: All About Series](#)

September 13, 1-1:30 pm

[NoveList: Author Read-alikes](#)

September 21, 2-3 pm

[NoveList: Advanced Searching](#)

September 28, 10-11 am

[NoveList: Using Folders](#)

September 22, 1– 1:45 pm

[Student Research Center](#)

September 21, 2:45—3:45 pm

You can find more information about Ebsco webinars here:

<https://ebscotraining.webex.com/mw0306lc/mywebex/default.do?siteurl=ebscotraining>

EBSCOhost also offers a lot of short training tutorials you can find here: <http://support.ebsco.com/training/tutorials.php>

Visit the Learning
Management System

October Classes:

**Essential
Communication**
October 4, 2011

**Readers
Advisory**
October 6, 2011

**Customer
Service Made
Easy—Customer
Service Series**
October 11, 2011

**Hiring the Right
Employee Begins
with the
Interview—
Supervisory Se-
ries**
October 11, 2011

**Managing
Employee
Performance—
Supervisory
Series**
October 12, 2011

*If you would like to be a part
of next month's Training
Times, please send ideas or
lending library book reviews to
the planning department at
planning@metrolibrary.org*

Overdrive Training Month:

OverDrive Central: Online Learning Center



Take one of these great recorded webinars:

- [Community Outreach](#)
- [Just the Basics](#)
- [OverDrive Mobile](#)
- [Patron Assistance](#)

(these all link to the LMS)

Or attend a live webinar!

[Register on OverDrive](#) immediately if you're interested. These fill up fast!

- [eBook Explosion](#) - Register in the LMS
- [2011 OverDrive Experience](#) - Register in the LMS

Each webinar you watch gives you a chance to win raffle prizes through overdrive!

[More information here.](#)

Infopeople Webinars:

Libraries in a Post-Print World—Tuesday September 13, 2011

[Get more information](#) and [Register in the LMS](#)

Booklist Webinars:

The Scoop on
Series Nonfiction:
What's New for
Fall 2011

Tuesday,
September 27
1 p.m. CDT

Booklist Webinars
Sponsored by

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BLACK
RABBIT
BOOKS
Lerner
PUBLISHING GROUP
THE CREATIVE COMPANY
NORWOODHOUSE PRESS

[Register in the LMS](#) and [Register on the Booklist website](#)

Note: You must register for webinars using the webinar website and the LMS to get fully enrolled.

If you have any questions regarding these wonderful training opportunities, please visit the Training page http://morris/GotInfo/training/metro_university.htm or contact Dana Phillips or Stacy Schrank in PLA at 606-3822. Don't miss out on these great learning experiences!