

March 2020

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### **Introduction**

The following are examples of online learning and professional development that Richmond Public Library staff can participate in as they work from home. The first two are specific to RPL. Each staff person will be provided with a learning log to record weekly activities. You are required to share this log with your supervisor at the end of each work week.

### **Online Learning and Professional Development Courses**

#### **Ryan Dowd Training via Niche Academy** <https://my.nicheacademy.com/yourlibrarystaff>

Ryan Dowd offers a 3.5 hour training course that is broken up into modules of 2-10 minutes. This means that the training does not have to be completed in one sitting. The training system is designed to update the Administrators (A. Bechard and I. Lee) on who has completed the training. There is a quiz at the end of each staff member's training session that includes a certificate. This webinar is offered through the Niche Academy which RPL subscribes to. Staff must first register with Niche Academy. Registration instructions will be provided in a separate email/document.

Each staff person will be provided with 4 hours to complete this learning opportunity. This four-hour time slot includes the webinar and the completion and submission of a brief report. Each report will outline the following:

1. three learning points
2. how staff will apply their learning to their daily interactions with community members

Please submit your report to your supervisor via email. Additional webinars that have been offered through Ryan Dowd include:

- Managing frontline staff who work with homeless individuals
- Burnout, vicarious trauma and compassion fatigue
- Advanced body language skills
- Domestic violence and sexual assault (in libraries) featuring Miranda Dube
- Homelessness 201: Advanced understanding of individuals experiencing homelessness
- Body odor: the most dreaded conversation

#### The next live webinar

Ryan is planning on doing a live Q&A webinar on April 2. (He can do it from the shelter). Staff can register for that here:

[https://zoom.us/webinar/register/4015847067735/WN\\_kQbcnXc\\_TAgZqSkqMPLpJQ](https://zoom.us/webinar/register/4015847067735/WN_kQbcnXc_TAgZqSkqMPLpJQ)

#### A little extra hope

Ryan is trying to post videos from the shelter regularly. They can be found at our Facebook page:

<https://www.facebook.com/HomelessTrainingbyRyanDowd>

**Dr. Mark Colgate: Customer Service**

For those who did not attend the Mark Colgate Customer Service training that took place in December, you will be sent separate information directly on the following online courses and how to access it:

Acing the 3 R's	Moments of Power: TOFU
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**Lynda.com Course Suggestions** <https://www.lynda.com/portal/sip?org=hpl.ca>

Sign in to lynda.com from the RPL website with your library card. Use the search box to find courses by title – here are some suggestions:

- 3D Printing (23 courses)
- Avoiding Burnout
- Being Positive at Work
- Building Self-Confidence
- Chair Work: Yoga Fitness and Stretching at Your Desk
- Collaboration Principles and Process
- Communicating with Empathy
- Communication Foundations
- Computer and Text Neck Stretching Exercises
- Computer Literacy for Mac
- Conflict Resolution Foundations
- The Courage Habit
- Creative Thinking
- Cultivating Cultural Competence and Inclusion
- Customer Service: Handling Abusive Customers
- Customer Service Foundations
- Customer Service Mastery: Delight Every Customer
- Crunch Time: How to be at Your Best When It Matters Most
- De-Stress: Meditation and Movement for Stress Management
- Developing a Learning Mindset
- Empathy for Customer Service Professionals
- Finding Your Introvert/Extrovert Balance in the Workplace
- The Five Thieves of Happiness
- Getting Things Done
- Giving and Receiving Feedback
- Grammar Girl's Quick and Dirty Tips for Better Writing
- Handling Workplace Change as an Employee
- How to Survive Difficult Coworkers

- Improving Your Judgement for Better Decision Making
- Improving Your Memory
- Interpersonal Communication
- Learning to Be Approachable
- Learning Typing
- Learning Word
- Listening to Customers
- Managing Self-Doubt to Tackle Bigger Challenges
- Managing Your Career: Early Career
- Managing Stress
- Microsoft Team Essentials
- The Mindful Workday
- Mindfulness Practices
- Navigating Awkward Situations at Work
- Outlook Essential Training (Office 365)
- Overcoming Imposter Syndrome
- Overcoming Overwhelm
- Performing Under Pressure
- Problem Solving Techniques
- Productivity Tips: Taking Control of Email
- Productivity Tips: Using Technology
- Reaching Out of Your Comfort Zone
- The Six Morning Habits of High Performers
- Social Success at Work
- Subtle Shifts in Thinking for Tremendous Resilience
- Time Management Tips: Communication
- Time Management Tips: Teamwork
- Time Management: Working from home
- What to do When There's Too Much to Do
- Working with Difficult People
- Writing Email

**Online Coursera suggestions – [www.coursera.org](http://www.coursera.org)**

To access these courses, you will first need to create an account with Coursera (you are welcome to use your RPL email address). It will ask you multiple times to fill in additional information about your position and personal interests, but you can simply skip this step at the bottom of the screen.

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Be sure to choose only the free options – for example, do not request to have a certificate. These courses are for audit purposes only. Below are some suggestions:

#### [Teamwork Skills: Communicating Effectively in Groups](#)

4 modules

Effective teamwork and group communication are essential for your professional and personal success. In this course you will learn to: make better decisions, be more creative and innovative, manage conflict and work with difficult group members, negotiate for preferred outcomes, improve group communication in virtual environments, develop a better overall understanding of human interaction, and work more effectively as a team. Our goal is to help you understand these important dynamics of group communication and learn how to put them into practice to improve your overall teamwork.

#### [Indigenous Canada](#)

12 modules

Indigenous Canada is a 12-lesson Massive Open Online Course (MOOC) that explores Indigenous histories and contemporary issues in Canada. From an Indigenous perspective, this course explores key issues facing Indigenous peoples today from a historical and critical perspective highlighting national and local Indigenous-settler relations. Topics for the 12 lessons include the fur trade and other exchange relationships, land claims and environmental impacts, legal systems and rights, political conflicts and alliances, Indigenous political activism, and contemporary Indigenous life, art and its expressions.

#### [The Science of Well-Being](#)

10 modules

In this course you will engage in a series of challenges designed to increase your own happiness and build more productive habits. As preparation for these tasks, Professor Laurie Santos reveals misconceptions about happiness, annoying features of the mind that lead us to think the way we do, and the research that can help us change. You will ultimately be prepared to successfully incorporate a specific wellness activity into your life.

### **Webinars**

There are many free webinars related to public libraries that can be found on the internet. The following are some repositories of webinar archives, many of which are from the United States:

- [University of Houston Clear Lake](#) – multiple webinar sources
- [WebJunction – archived webinars](#)
- [NCompass Live](#)
- [Texas State Library Online Training – Archived Webinars](#)
- [Florida Library Webinars](#)
- [Infopeople](#)

### **Library Home Page**

All staff should be able to use each of the 8 digital resources listed on our home page. In addition, listening to various podcasts through CBC radio would be beneficial.