

Get your staff up to speed on timely topics

WebJunction Course Sets

WebJunction's catalog of over 600 online courses from a variety of providers offers libraries an unprecedented selection to compliment their staff training and development programs. But busy managers looking for just the right courses may not have time to carefully review a large catalog for the courses that meet specific training needs. WebJunction's course sets help library managers quickly select the online courses you need for your staff, helping them get quickly up to speed around timely topics.

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Customized

- Carefully selected from the WebJunction catalog of both library-specific and general online courses, each set contains a short curriculum of five courses selected to address a specific topic for one staff member.
- Staff gain a strong foundation on each topic through the combination of knowledge transfer, skills practice and learner interaction in each course.
- Managers can ensure new skills are developed as learners pass assessments, complete courses, and earn certificates of completion for each.

Cost-effective

- Save time—no lost hours for travel or complicated logistics, each course set is well-suited to lower-cost self-paced learning.
- Save money—let WebJunction provide core staff training so that you can spend your training time focused on learning needs unique to your organization.

How it works

- Save time—no lost hours for travel or complicated logistics, each course set is well-suited to lower-cost self-paced learning.
- Save money—let WebJunction provide core staff training so that you can spend your training time focused on learning needs unique to your organization.
- Review the course set topics, select the topics your library staff need, and note how many staff members you wish to train on each topic.
- Visit WebJunction and download a course set order form to complete your order.
- WebJunction will send an order confirmation with a unique coupon code for each topic selected, along with instructions for staff on how to enroll in courses using the code.
- Each month WebJunction will send a report that includes learner names, enrollment dates and course progress for all course enrollments.

Course Set topics

Library Basics

Focused on the basics of shelving, cataloging, research and reference, this course set provides an overview of basic library skills; recommended for new library staff, interns and volunteers.

1. Shelving with Dewey, Shelving with Library of Congress Classification, or Shelving with NLM
2. Introduction to Cataloging for Non-Catalogers
3. Using Databases
4. Harnessing the Internet
5. Basic Web-based Reference

Customer Service

Increased traffic from patrons with urgent needs can push any library staff member past their comfort zone. This course set provides your library staff with the skills they need to provide quality customer service to patrons, even in tough times.

1. Managing Difficult Patrons with Confidence!
2. The Fundamentals of Exceptional Customer Service
3. Dealing with Angry Patrons
4. Customers, Confrontation and Conflict
5. Providing Excellent Customer Service in a Multi-Cultural Environment

Library Leadership

Five courses that will help you develop your leadership abilities and provide the foundation to assess, build and sustain those abilities throughout your career. The courses in this set will help you begin to think and act as a leader in your library and community, no matter your current position level.

1. Leadership for Libraries: Becoming an Everyday Leader (LE@D)
2. Leadership Essentials: Communicating Vision
3. Leadership Essentials: Building Your Influence as a Leader
4. Leadership Essentials; Creating Your Own Leadership Development Plan
5. Change Management and Leadership (LE@D)

Microsoft Office Basics 2003 or 2007

Basic competence with Microsoft e-mail, word processing and spreadsheet applications is a necessity for many library roles. These sets introduce the learner to the shared user interface features of Office 2003 or 2007 versions, and provide beginner level courses the most commonly used applications.

Office 2003

1. Office 2003: Introduction to Microsoft Office 2003
2. Word 2003: Getting Started with Word 2003
3. Word 2003: Working with Text and Paragraphs in Word 2003
4. Outlook 2003: Sending and Receiving Messages in Outlook 2003
5. Excel 2003: Basic Features of Excel 2003

Office 2007

1. New Features for End Users in Microsoft Office 2007
2. Word 2007: Getting Started with Word 2007
3. Word 2007: Working with Text and Paragraphs in Word 2007
4. Outlook 2007: Getting Started with Outlook 2007
5. Excel 2007: Getting Started with Excel 2007

Compliance for Managers

Addressing the legal and HR compliance requirements of supervisors and managers, this course set helps organizations provide a safe and harassment-free workplace. Simulations provide both legal and regulatory background, as well as practice in handling difficult situations.

1. Harassment in the Workplace
2. Supervisor and Manager Sexual Harassment Awareness
3. Managing Sexual Harassment Problems Simulation
4. Managing Workplace Harassment Complaints Simulation
5. Americas with Disabilities Act (ADA)

Compliance for Staff

Addressing legal and HR compliance-related requirements in the areas of harassment and workplace safety, these courses provide a solid foundation for your library organization's general compliance training.

1. Harassment in the Workplace
2. Employee Sexual Harassment Awareness
3. Dealing with Sexual Harassment Simulation
4. Office Safety
5. First Aid – Basic

New Library Director 1

A new library director has a lot to learn, and especially in a smaller library, little time or money for continuing education. This first set in our new competency-based New Director series focuses on building skills, knowledge and abilities in five core competency areas necessary to be a successful director.

1. Directors ASK! (LibraryU)
2. Basic Budgeting (LE@D)
3. Strategic Planning: The Five-Minute Introduction (LE@D)
4. What to Consider When Hiring
5. Keeping Your Library Looking Good (LE@D)

Diversity for Managers

Diversity education for library directors and managers engages your library's leadership in promoting and sustaining a receptive and ethical environment. This set moves beyond compliance to addressing how leading libraries can be more productive by building the skills required to encourage and safeguard a diverse and inclusive library culture.

1. Planning a Diversity Initiative
2. Managing Diversity in the Workplace Simulation
3. The Impact of Culture on Communication
4. Cross-cultural Communications Simulation
5. Cross-generational Workers in the 21st Century

Diversity for Staff

Engaging your staff in inclusion and diversity training inspires a higher standard of behavior, resulting in enhanced productivity and compliance with the law. Libraries that succeed in shaping their staffs' sensitivity to colleagues can also aid their service to diverse communities. This course set guides staff on the perceptions, actions and values governing their approach to working with each other and their patrons.

1. The Reasons Why Diversity Matters
2. Diversity: the Future
3. Effective Intercultural Relationships
4. Effective Intergender Relationships
5. Building Improved Work Relationships Simulation

For more information about our course sets, visit www.webjunction.org/coursesets or contact info@webjunction.org.