

Ephrata Public Library
Employee Learning and Growth Program
Circulation Course Catalog

Computer Skills

Computer Basics 101

Universal Class

1.0 CEUs

This class is designed for the first time computer user, but it's also intended for those whose familiarity with computers is limited and who want a better understanding of the basics. It's also geared towards anyone who has not grown up with a personal computer and now needs to acquire the same assuredness of the younger "internet-surfing" generation. When you complete this course, you will be able to navigate your computer system, be familiar with some of the most popular software, know how and where to find difficult information quickly, and navigate the internet with the utmost confidence.

Windows 7

Universal Class

1.4 CEUs

Over the duration of this course, we're going to cover all the features of Windows 7. It's our goal to make the new features familiar to you. However, it's also our goal to teach you to use Windows 7 in the way it was intended so you can enjoy its benefits and reap the rewards from this modern, insightful operating system.

You'll learn to:

- Quickly and easily navigate the desktop
- Take advantage of new shortcuts and features
- Use libraries to organize all your files like never before
- Keep your system safe and secure from spyware and viruses
- Set parental controls
- Use Windows Media Player to watch TV
- Easily view all open windows at once using the taskbar

Windows 7 (Laura)

Classroom

CEUs

MS Word 2010

Universal Class

1.0 CEUs

You'll learn how to:

- Format a document
- Edit, proofread, and track changes in a document using easy, built-in tools
- Create and use templates to put together newsletters, brochures, etc.
- Design tables, charts, and graphs

- Create 3D effects for pictures and graphics
- Use MS Word's security features to protect your documents
- Share documents over the web
- Navigate through long documents in a matter of seconds using the new Navigation Pane
- Take screenshots of your work with MS Word 2010

MS Excel 2010

Universal Class

1.0 CEUs

You'll learn how to:

- Organize, sort, and record data.
- Enter in text and mathematical equations.
- Keep, track, chart, graph, and compare statistics.
- Maintain records.
- Create mathematical equations and functions to accurately keep records and statistics whenever data changes.

PowerPoint 2012

Universal Class

1.0 CEU

With this course, you will learn:

- How to Use Themes and Layouts
- How to Insert Text and Using WordArt
- How to Insert Graphics (Tables, Charts, Shapes, Clip-Art)
- How to Work with Videos, Movie-Clips, Animations, and Transitions
- How to Work with Sounds
- How to create Photo Albums
- Reviewing and Adding Comments to the Presentation
- Editing, Saving, Printing and Publishing Tools

Internet Fundamentals 101

Universal Class

1.0 CEU

You'll learn how to:

- Describe how the Internet works.
- Summarize describe connections that need to be made in order to access the internet.
- Summarize and visit blogs, social networks, and online email services.
- Navigate the web and find information.
- Summarize copyrights, trademarks and plagiarism.
- Avoid predators, scams, and hoaxes.
- Summarize ethics and netiquette, and
- Demonstrate mastery of lesson content at levels of 70% or higher.

Internet Specialist 101

Universal Class

1.4 CEUs

You'll learn to:

- Describe the major components of a personal computer.
- Understand internet addresses and domain names.
- Describe the protocols involved in sending and receiving email.
- Describe best strategies to use when using search engines.
- Identify ways to protecting yourself against hackers.
- Describe ways to use social media.
- Prepare and build a website.
- Use Internet Forums, Newsgroups, and Online Communities.
- Describe best methods for conducting business on the internet.
- Define ways to protect children from the Internet, and
- Demonstrate mastery of lesson content at levels of 70% or higher.

Cybrarian/CybraryNet (Abby)

Classroom

CEUs

Customer Service

Customer Service 101

Universal Class

1.5 CEUs

This course will show you and your employees how to give not just "good" or "average" service but **great** customer service.

Telephone Skills and Quality Customer Service

Universal Class

1.2 CEUs

This course focuses on honing outstanding telephone customer service skills in order to meet customer needs and presenting a professional, knowledgeable image that reflects well on your company. When you have finished this course, you will know everything you need to make your customers feel valued and satisfied even under the most difficult circumstances.

Customer Service Confrontation and Conflict

Webjunction

1 CEU

How do you handle angry and confrontational customers? One of the most challenging, and potentially uncomfortable responsibilities of a customer service person is dealing with angry customers. By following a few simple techniques such as letting the customer vent, and expressing empathy towards the customer's situation, you can usually defuse tense situations without incident. This course explores typical trouble spots in dealing with angry customers, including reasons for customer dissatisfaction and things customer service people should refrain from saying or doing to avoid adding to the customer's frustration.

Dealing with Angry Patrons

Webjunction

1 CEU

No one enjoys having to deal with an angry patron, but with proper preparation, and by developing the specific set of skills required, you can minimize conflict, defuse patron anger and identify the underlying issues so that you can help find the best solution.

This course on Dealing with Angry Patrons is designed to help you improve your skills in dealing effectively with angry customers. It outlines a two-step method for responding to anger, by teaching the staff member to first deal with the patron's feelings, then deal with the person's problem. It includes practice with realistic patron encounters.

Dealing with Irrational Customers and Escalating Complaints

Webjunction

2 CEU

Dissatisfied customers can become irrational, irate and even abusive towards Customer Service Representatives. Organizations need to be able to address the needs of such customers in a professional, positive manner, and have processes in place so that Customer Service Representatives know how and when to escalate such a call. This course describes how to properly support an irrational customer, handle emotional and rambling customers, and how and

when to escalate customer complaints. This course helps to prepare learners to work in a customer support center or help desk environment.

Reference Skills

Reader's Advisory Services

Webjunction

1 CEU

Patrons are overwhelmed by the hundreds of new titles every year added to the thousands already on the shelves. Browsing the shelves is a frustrating exercise. Readers advisory services provides patrons with the help they need to find books they will enjoy, and helps the library retain active patrons.

This introduction to public library readers' advisory services to adults includes the readers' advisory interview, marketing readers' advisory services, promoting fiction, and finding aids. In this course you will learn how to identify what it is in genre fiction that appeals to a reader, how best to get them to articulate that appeal, what books to suggest to the reader, and how to promote the different kinds of genre fiction in a public library.

Basic Web-Based Reference

Webjunction

1 CEU

Web-based, or virtual reference has rapidly become a standard patron service offered by many public libraries. It uses the tools of the internet to extend traditional reference service to the point of need, bringing the service to patron rather than requiring the patron to come in to the library.

Basic Web-based Reference will help the learner to provide basic web-based reference service involving e-mail and chat. The course addresses the advantages and disadvantages of online reference, gives step-by-step guidance, and provides tips and resources.

POWER Library (Keith)

Classroom

CEUs

Ready Reference (Keith)

Classroom

CEUs

Film Advisory (Keith)

Classroom

CEUs

Millennium

Advanced Millennium (Abby)

Classroom

CEUs

HOLDS (Stephanie)

Classroom

CEUs

You will learn to:

- Place holds from the Patron Record AND Search/Holds
- Understand Bib-Level vs. Item-Level Hold Queues and how things move, when they move, and why they move where!
- Learn how to Modify, Cancel, and Transfer Holds
- Understand the Loan Rules, and more...

Technology

OverDrive (Laura)

Classroom

CEUs

OneClick (Laura)

Classroom

CEUs

LibGuide Digital Pathfinders (Penny)

Classroom

3 CUEs

Online pathfinders, or learning guides, are a great way to focus on a specialty subject and provide patrons with a variety of resources on that topic. This training introduces you to LibGuides, a subscription service that EPH offers. If you take this course, you are expected to create and complete a learning guide for the public within 6 months of training.