

Professional Development Opportunities

The following online training is available to IslandLink Libraries through the COVID-19 Recovery & Relief Grant funding.

IslandLink Library Federation will use this funding to pay all registration fees.

Further information about each of these opportunities has previously been sent by email.

Introduction to Business Continuity Management **Feb/March 2023**

- Provider: Justice Institute of British Columbia
- Dates: Monday, February 13, 2023 to Friday, March 10, 2023 (4 weeks)
- Class size: 24
- Registration: fill out form sent by email and submit form to director@nclf.ca
- See email from Laura for more information

Customer Service Training - **ongoing**

- Series of workshops developed by the University of Victoria's Gustavson School of Business
- Workshops are:
 - Level 1: Ace the 3Rs
 - Level 2: Moments of Power to Elevate the Customer Experience
 - Level 3: Develop a Service Strategy
 - Level 3: Make Service Your Advantage by Building a Strong Service System
- The two Level 3 courses are intended for supervisors & managers
- Workshops are ongoing
- Each course has its own registration link
- See email from Laura for more information

Indigenous Awareness - **ongoing**

- Provided through the Indigenous Relations Academy (Indigenous Corporate Training); Bob Joseph's organization
- To register contact the Indigenous Relations Academy at learn@ictinc.ca.
- See email from Laura for more information

Introduction to Web Accessibility and Usability – **January 25 & 29 2023**

- A two-part webinar series taking place Wednesday, January 25 and Thursday, January 26, 2023, starting at 11:30am Pacific. Each session will last 90 minutes.
- This webinar introduces library staff to accessibility and usability and what they mean for libraries legally and conceptually.
- To register [Introduction to Web Accessibility and Usability \(ala.org\)](#)

Serving Deaf Patrons in the Library – **Mar 22-23 2023**

- A two-part webinar series taking place on Wednesday, March 22 and Thursday, March 23, 2023 at 11:30am Pacific.
- Kathy MacMillan, librarian and certified American Sign Language interpreter, guides you in making your library a more welcoming place for patrons who are deaf or hard of hearing.
- You will gain an understanding of Deaf culture, learn library-related signs, and become prepared to confidently work with interpreters for your programs.
- To register [Serving Deaf Patrons in the Library \(ala.org\)](#)