

## 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 been sent by email.

### 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 directly at [learn@ictinc.ca](mailto:learn@ictinc.ca)  
In the email, staff should use the subject heading -"BC Public Libraries - Indigenous Awareness Training" and provide their name, email, phone number and library.
- They will be provided with a registration code specific to their library. Registrants may complete the course at their own pace. However, registrants have 30 days of access, so they must complete the course within that time frame.
- See email from Laura for more information

### Indigenous Relations -**ongoing**

- Provided through the Indigenous Relations Academy (Indigenous Corporate Training); Bob Joseph's organization

- To register contact the Indigenous Relations Academy directly at [learn@ictinc.ca](mailto:learn@ictinc.ca). In the email staff should use the subject heading -"BC Public Libraries - Indigenous Relations Training" and provide their name, email, phone number and library.
- They will be provided with a registration code specific to their library. Registrants may complete the course at their own pace. However, registrants have 30 days of access, so they must complete the course within that time frame.
- See email from Laura for more information

Introduction to Business Continuity Management – **Contact Laura**

- Provider: Justice Institute of British Columbia