Quarterly Report

Name and address of reporting institution:

Denver Public Library
10 West 14th Avenue Parkway
Denver, CO 80204

Project Title: A Bridge to Health Literacy for Denver

Name of person submitting report: Elaine Connell, Reference Librarian

Email address: econnell@denverlibrary.org
Telephone number: Phone: 720-865-1187 or 720-865-1363

Reporting Period start date: June 1, 2010
Reporting Period end date: August 31, 2010

Publicity:
We provided two training classes in July, 2010, in the Small Computer Training Room which seats 12. They were listed in the SCTR monthly calendar along with various other classes. The SCTR is part of the very popular Computer Technology Center, described at http://denverlibrary.org/ctc   There are no classes scheduled during September and possibly October due to construction, but we look forward to a new, expanded CTC to open in the next few weeks.

Elaine spoke to our DPL Senior Librarians' meeting on 9/2/2010 about our project and the Staff Training class, 10/14/2010, *"Choose Your Own Adventure: Helping Your Customers Choose Health in 21st Century USA."* She encouraged their awareness of all that the library does to contribute to the health of our community, and asked these leaders to encourage their staff to participate in the class, which will get everyone on the same page re: health resources, especially MedlinePlus.

Outreach:
Two classes have been held, and ORF's were submitted for each.

Other accomplishments:

- Purchased computers, all peripherals, and storage and travel cases.
- Tested 2 basic classes for the public, and refined curriculum for public in English. Curriculum is in the process of translation to Spanish.
- Continued development of staff class, submitting proposal for 'core curriculum' designation. Staff class is arranged for Oct. 14th to be held online via Adobe Connect.

- Began developing skills with Adobe Connect, Cassi at the presentation end, and Elaine by being a participant in two webinars using Adobe Connect and working on developing the content and software needs for the presentation.
- DPL Reference Dept monitored all customer information requests with a product known as DART Reference Tracker on two separate occasions. See Evaluation.
- Cassi worked with a man in his 70's with minimal computer skills, taking him to MedlinePlus and helping him learn how to find out about one of his medications.
- Planned for December programming at the Language & Learning Branches. This will involve interviews with Santa, particularly focusing on how he manages the stress of the holiday season.

Target audience:

- Nothing to report.

Goals, Outcomes, Objectives:

- Laurie Spurling has been promoted to Senior Librarian, and moved from Schlessman to the Montbello Branch. She won't be able to participate in the senior outreach and training as extensively as we had planned. Montbello is one of the Language & Learning Branches, so we'll collaborate with her in a different way.
- Schlessman will be closed from September 21 until early November, so we won't be able to hold classes on-site there during that time.
- The disruption of the Reference Department move from 1st to 3rd floor and the construction of the CTC is having greater impact on staff than we anticipated. Additional construction throughout the building and shifting the collection puts extra demands on staff, as well as realigning the flow of customer traffic. Because of this, we don't anticipate that gathering further data on health information questions will be meaningful prior to November, and we may not be able to schedule classes in the CTC until then either.
- We don't anticipate marked changes in our plans and outcomes, but there will be more work done in November-February than we expected.

Evaluation:

- Baseline data (prior to a department move from 1st to 3rd floor in November, 2010) were collected on a Tuesday, Thursday and Saturday during 1 week in June (908 questions) for basic trial, and Sunday July 25, Monday July 26, Wednesday July 28, and Friday July 30. Staff logged interactions by day of the week, hour of the day, avenue (desk, phone, chat, e-mail…), type of question (procedural, reference, directional, technology, circulation…), and category of reference question (business, federal documents, jobs, health, other reference). We probably missed recording some interactions, but overall felt the process was easy. Reference questions accounted for just over 50% of the requests, and health accounted for 3.1% of the requests. Comparatively, business concerns were 7.7% of the questions, and the

department has a major investment in assistance to small business start-ups in the area. Summary data are attached.

- Pre- and post- class surveys were developed for both of our classes. In both classes participants responded with marked improvement in the skills presented, and were universally interested in using MedlinePlus in the future.

Impacts and Observations:

- Participants in our classes have been delighted with the sense of empowerment they feel, so we are confident that we are meeting the target population effectively with the content and delivery style of our classes.
- Our email basics curriculum is linked on the DPL website as the library tutorial for creating an email account.

Planned Activities:

- Finalize and present staff curriculum.
- Explore and develop measurements of training success for staff.
- Follow-up on 'core health curriculum' with DPL's Training Manager for approval.
- Begin development of the cadre of staff who will take on this service in a deeper way.
- Begin outreach and training classes in the community.
- Hold our November Health Advisory Group meeting as an Adobe Connect meeting.

DENVER PUBLIC LIBRARY

Community Technology Center Classes Calendar
Central Library, Level 4
denverlibrary.org/ctc
ctc@denverlibrary.org
720-865-1706

ALL CLASSES ARE FREE!!!

July 2010

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Jobseekers, Computer Basics, QuickBooks, Access & Tech Assistance Appointments are Available Different Days of the Week, call or e-mail to schedule. If you've been having trouble finding a job, or you don't know where to start, our experts can give you a few suggestions to get you going! We have volunteers who will critique your resume, assist in online job searches, work on a cover letter, help complete online applications.				**1** KeyTrain Assessment 1p – 4p	**2 Easy Web Design for Beginners** 3p – 5p	**3 Audio eBooks** 2p – 4p
	5 LIBRARY CLOSED SUNDAY AND MONDAY FOR JULY 4 HOLIDAY	**6** KeyTrain Assessment 1p – 4p	**7 Mouse & Internet Basics** 2p - 3p	**8** KeyTrain Assessment 1p – 4p	**9 Intro to HTML and CSS** 3p – 5p	**10 Publisher 2007 Part I** 10a – 12p **Excel 2007 Part I** 2p – 4p
	12 Interview Tips 1p – 3p KeyTrain Assessment 5:30 – 7:30p	**13** KeyTrain Assessment 1p – 4p **Changing Jobs At Any Age** 5:30p – 7:30p	**14 Social Media for Small Business** 2p - 4p	**15** KeyTrain Assessment 1p – 4p	**16 Intermediate HTML** 3p – 5p	**17 Publisher 2007 Part II** 10a – 12p **Excel 2007 Part II** 2p – 4p
	19 KeyTrain Assessment 5:30 – 7:30p	**20** KeyTrain Assessment 1p – 4p	**21**	**22** KeyTrain Assessment 1p – 4p	**23 Intermediate CSS** 3p – 5p	**24 Publisher 2007 Part III** 10a – 12p **Excel 2007 Part III** 2p – 4p
25 Basic Resume Writing 2p – 4p	**26** KeyTrain Assessment 5:30 – 7:30p	**27 Email Basics** 10:30a -11:30a KeyTrain Assess 1p – 4p **Taking Control of Your Finances - Money Management** 5:30p – 7:30p	**28 Video Blogging** 2p - 4p	**29** KeyTrain Assessment 1p – 4p	**30 Marketing Your Job Search** 12p – 2p **Free Practice Exams - GED, GRE & More** 3p – 5p	**31 These are the Droids You Are Looking For – An Intro to Android Phones** 2p – 4p

For appointments, e-mail ctc@denverlibrary.org or call 720-865-1706. For classes, no registration required, first come, first serve basis.
Seating is limited, please arrive early. All classes meet in the 4th Floor Computer Training Classroom.

Keyboard/mouse/Internet skills required for all classes (except Mouse & Internet Basics)

- **Audio eBooks –** Download popular audio eBooks FREE from the Denver Public Library! Learn how to find, check out, download and transfer to your MP3 player. DPL eMedia can't be overdue and there are never late fees!
- **Basic Resume Writing –** The first hour of this class will allow participants the chance to learn basic skills in resume writing, reviewing and revising for today's job search regardless of industry and professional level. The second hour of this course will be an open forum used to address various questions regarding today's job market, come prepared with your most important question; this can relate to: resume writing, interview skills, applications, personal marketing, job hunting resources, networking, etc. In this hour we will also take some time to review resumes.
- **Changing Jobs at Any Age –** Are you finding that changing jobs just isn't enough? Join us and use CollegeInColorado.org to explore the possibility of career change or a scholarship to college.
- **Easy Web Design for Beginners –**Take a look at a few websites that have basic elements for web design, including Google Sites and Wix.
- **Email Basics –** Create an email account, send email and articles, attach photos and documents, and more!
- **Excel 2007 Part I –** Learn how to use cells, formulas and worksheets to automatically calculate and update your data.
- **Excel 2007 Part II –** Learn how to organize, sort and find data and use data analysis and financial calculations.
- **Excel 2007 Part III –** Learn how to password protect workbooks and cells, arrange windows, hide data, and more! It is strongly recommended that you take Excel Parts I and II, or have a fair amount of experience with it, before you take this class.
- **Free Practice Exams – GED, GRE & More –** Explore the Learning Express Library database free to all Denver Public Library card holders. Check information and help on finding a new job or career, skill building or educational opportunities.
- **Intermediate CSS –** Learn how integrate the basic components of CSS with HTML programming to improve the design and flow of your website. Prereqs: Either attend the previous 3 classes on web design and development OR have some basic experience using CSS.
- **Intermediate HTML –** Go a bit beyond the basics of HTML and discover a few more uses for this web development tool. PREREQS: Either attend the previous 2 classes on web design and development, OR have some basic experience using HTML.
- **Interview Tips -** This class is intended to familiarize students with several techniques, tactics and strategies associated with contemporary job interviewing. In addition, each topic discussed should raise each individual's awareness, plus the importance of being thoroughly prepared to deliver at a high level using appropriate responses.
- **Intro to HTML and CSS –** Are you interested in learning how to customize your web site a bit more? Take a look at how HTML and CSS can help you expand upon your website development skills. Must have an email account to attend this class.
- **KeyTrain Assessment -** An online interactive learning tool used as a pretest and remedial tool to pass the WorkKeys® CRC in Applied Mathematics, Reading for Information and Locating Information. KeyTrain also offers the Career Skills curriculum that includes two hundred online soft skills lessons in five areas: Work Habits, Communication Skills, Workplace Effectiveness, Business Etiquette and the Job Search. **These are practice lessons, to take the test, please contact the Denver Office of Economic Development at 720-865-5580.**
- **Marketing Your Job Search –** You should look at job searching as a marketing campaign, with you, the job seeker, as the product. Learn techniques to identify the types of employers who would be looking for an employee with your qualifications.
- **Mouse & Internet Basics -** Learn how to use a computer mouse and screen, use the scroll bar, get to the Internet, click on links, search for web pages you can trust, and print. Have you been thinking of giving it a try? Bring your questions and come have some fun.
- **Publisher 2007 Part I –** Learn how to navigate in Publisher and the types of publications you can create.
- **Publisher 2007 Part II –** Learn how to use Publisher's layout, design and formatting functions. Then you will discover how to group, replace and format text and pictures, and then how to work with brochures, resumes, business cards, and many other types of publications.
- **Publisher 2007 Part III –** Learn to create data merges, edit pictures, use Business Information Sets and package publications for distribution.
- **Social Media for Small Business –** Learn to build an online community and manage your reputation in Facebook, Twitter, YouTube, and blogs.
- **Taking Control of Your Finances – Money Management –** The basic concepts of money management may not be rocket science, but lots of us have trouble managing our finances to reach our financial goals. This presentation will cover applying a decision making process to personal financial choices, emotional influences on money management, and will help you begin a plan for earning, spending, saving, and investing.
- **These Are the Droids You are Looking For – An Intro to Android Phones –** Have you heard about the new smart phones with Google's Android operating system? Come get a hands-on, interactive intro to this new wave in technology. We'll cover basics, fun and useful apps, security, and performance. Bring your own Android Phone or play with one of the instructors' phones!
- **Video Blogging –** Have you been dedicated to Livejournal in the past, but it's getting a little bit old now? Try video blogging instead! Learn how to record yourself on your computer then upload the video for an online blog!

A Note From Sandra....
YOUR Learning and Development One-Stop Spot

**Have you checked out the
NEW Learning and Development pages on the StaffWeb?**

Want to take an online class for your ELG requirement on a topic you find interesting? Use the Learning Resource Connection link to enter a keyword(s) and see what's available.

Want to go to an outside Training Event—local or national? Find out how in easy-to-use Instructions and How-to's.

Want to go to a DPL or City Training Class? All the deets are here for you to easily click on.

There's lots more, such as:
- *How do I get my education paid for?*
- *Want to use the Staff Library for an ELG project? Or for problem-solving resources?*
- *PADs and ELG info for staff and supervisors*

These pages are YOUR TOOL to participate in growing your skills in your job for both today and tomorrow…AND you are contributing to DPL's goal of being a **Learning Organization** which fosters and supports learning for the benefit of our staff and customers.

So LEARN, **SHARE** and GROW as you work here at DPL. Our Denver community needs skilled, passionate staff - **that's YOU!** - to create the opportunities and services *to "...connect people with information, ideas and experiences to provide enjoyment, enrich lives and strengthen our community."*
(DPL Mission Statement)

Learning: http://staffweb/departments/hr/training/index.html

~ Sandra

Database Resources

BusinessDecision

Come learn more about BusinessDecision, a library database used to research consumer market data, demographic data, and market segmentation data associated with geographies you customize such as addresses, ZIP Codes, cities, and much more. It's used by small business owners and entrepreneurs to find and define their customer base. This is a webinar taught by a Business-Decision trainer, with DPL staff experts to discuss local examples.
Class offered in October

Value Line

Come learn more about Value Line Investment Survey, an online database chock full of investment information, year-ahead and three- to five-year probable relative price performance, projections of key financial measures, and concise, objective commentary on current operations and future prospects. We'll also cover the new Small & Mid cap module. This is a webinar taught by a Value Line trainer. *Class offered in December*

CSA City Classes Info

The **City of Denver (CSA)** offers training classes available to DPL employees. We have limited funds available for Library staff to attend these training classes. Please visit the Learning Pages on the StaffWeb, click on Offsite Workshops and Programs, then click on a link to class information.

Supervisor Training

The CSA Supervisory Development Series offers a set of courses that thoroughly explore the issues of supervision and management and the skills required to be successful. The courses are designed to build on each other and on common themes utilizing effective management principles. We suggest that supervisors take the entire series to maximize professional growth and continue building life-long skills.

Supervisory Series Training Courses

    SS1 Leadership and the Role of the Supervisor
    SS2 CSA Rules, Sexual Harassment & Employment Law
    SS3 Selecting and Retaining the Right People
    SS4 Delegation, Documentation and Duty
    SS6 Effective Counseling & Discipline
    SS7 Managing Inclusion/Diversity
    SS8 Problem Solving and Decision Making
    SS9 Coaching, Training and Developing Employees
        (formerly named Performance Equation: You + Them + Training = Success)
    SS10 Motivation for Difficult Change

You can also view other opportunities on the link called *Learning Opportunities* on the Learning and Development Pages of the StaffWeb!

DPL's Key Software—Changes!

Office 2007-A New Look for the Same old Product! Join us for a quick overview of the differences between Office 1997-2003 And Office 2007. There will be some time for hands-on practice as well. *Class offered in September.*

GroupWise: Basics This is an introduction to the GroupWise email system. Learn how to change your password, how to send and retrieve messages, how to send and open attachments, and how to understand and use the address book and the file cabinet. PREREQUISITE: Class is limited to DPL Employees. *Class offered in November*

GroupWise: Calendar & Other Useful Stuff!
Expand your use and knowledge of GroupWise capabilities! Topics include scheduling an Appointment, Task, or Reminder; scheduling Recurring Events; setting up Rules for Vacation; finding a Mail Message or Appointment; Busy Search; and other neat tricks. *Class offered in December*

More Great Classes For Your Computer Needs!

Get to Know DPL's CTC Do you want to know what the CTC offers our customers so you can make accurate referrals for computer use? Just curious about what the NEW CTC looks like? Come on down to Central and see where you're referring the people of Denver!!! *Class offered in September*

The NEW denverlibrary.org
Come experience the exciting new features of www.denverlibrary.org, DPL's official website. The site uses current Web 2.0 technologies including blogs, RSS feeds, sharing tools and more. Learn to navigate the site, do research and find recommendations and reviews. *Class offered in October*

All About the Staff Forum: DPL's Online Communication Tool Learn how to use this great tool for communicating with other staff members about a wide range of topics, and after this class you'll be using it like a pro! We'll learn how to set up an account, contribute to an existing discussion, create a new topic for discussion, and much more. *Class offered in November*

Learn All About the StaffWeb Want to learn how to navigate the StaffWeb, including a few tricks for quicker use? We will show you what kind of information is on the StaffWeb as well as **upcoming changes.** Learn the tips and tricks of how to get your information posted on StaffWeb. *Class offered in November*

WHAT'S NEW, NIFTY OR NOTEWORTHY?

Click on the LEARN, SHARE, GROW logo on the Learning Pages to see what opportunities we are highlighting for you!

Polaris Training Begins!

Polaris is the name of the new ILS system that DPL will be moving to in early 2011. CARL is our current system, and soon Polaris will be used for our circulation, cataloging, acquisitions and data reporting functions. This means that we need to learn how to use Polaris, and training for this is getting started.

In September there will be an introductory session, **Polaris: Basics,** for most Public Services staff to learn the whys, hows and whats of Polaris. This session is a prerequisite for the other Polaris Training Classes that will be offered this fall.

A number of DPL staff are going to conduct the Polaris Training - they are our SuperTrainers so give a big shout-out to these awesome folks who will be taking additional training and then teaching YOU.

SuperTrainers are:

Tara Bannon	Michelle Barton
Kellie Cannon	Magdalena Chavez
Kerry Collins	Susan Donaven
Lisa Faliano	Jennifer Frick
Jackie Jones	Elaine Langeberg
Michelle McGowan	Hien Nguyen
Barbara Pierson	Cassi Pretlow
Victor Romero	Cecilia Tena
Lisa Wood	

Besides the introductory class, there will be six skill-based sessions:

Polaris: Check In
Polaris: Check Out
Polaris: Patron Registration/Status
Polaris: Fines and Fees
Polaris: Placing Holds/Item Status
Polaris PAC (Public Access Catalog)
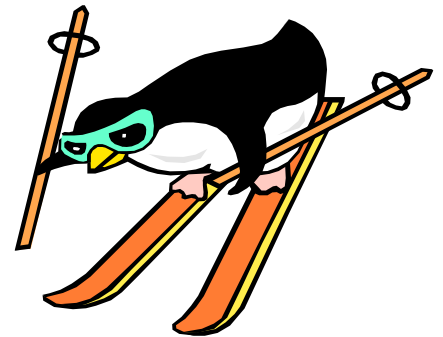
Stay tuned for further information in your email, and if you have questions contact your supervisor, Jennifer Hoffman, Jeff Babcock or Sandra Smith.

> **"We feel that Polaris listens to their customers. We know that the Polaris staff is meeting the needs of many customers, but we feel that they see each customer as unique and important."**
>
> - Sylvia Lee, System Administrator, WA

"We're simply in the business of helping libraries serve their communities."

- Bill Schickling, President and CEO, Polaris

Classes Offered Online

Choose Your Own Adventure & Helping Your Customers Choose Health in 21st Century USA
In this webinar class (Module One) we'll discuss the fundamentals of health information service from interviewing a customer who won't tell you what they need, to using DPL's databases, to referring to hospital libraries and applications assistance sites. You will attend from a computer at your work location (class facilitator will contact you prior to class for set-up), or you can attend at your convenience later on via the online archived session. This class will give you a solid foundation for health services whether your work is story times, programming or reference. Module Two (optional) will provide additional resources and skills for those who take a deeper interest in health and community outreach or training. Attendees will need a PC, and speakers or a headset—check with your supervisor or call us.
Class offered in October—individual session

Using Google to Share Your Learning & Earn Your ELG Credits: Part 1 & Part 2
Learn how to use Google applications to share information with coworkers, which can be used to meet PAD requirements for the ELG category. This class will be offered online (class facilitator will contact you prior to class for set-up) so that staff or a group can attend from their own computers. Attendees will need a PC, and speakers or a headset—check with your supervisor or call us.
Classes offered in December—individual session

Overdrive Web Training: Overdrive's September Training Blitz
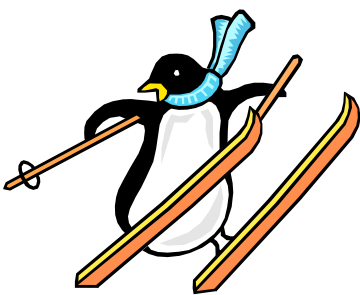
Browse, Check Out & Download eBooks & Audio eBooks
Learn how to browse, check out and download titles from the Library's site. At the end of this course, staff should feel comfortable answering basic questions about our downloadable eMedia service. This is a webinar for any staff wanting to learn the basics.
Class offered in September—group session

Customer Assistance for eBooks and audio eBooks
Take your understanding of our Overdrive service to the next level so you can assist with support and training. We'll review frequently asked questions, support tips and online help resources. This is a webinar especially useful for Public Service Staff, Technical Support, Community Outreach and Training staff. *Class offered in September—group session*

What is a Webinar?

Online training is a NEW way to learn.

A webinar is conducted by a speaker at a location different from where you are, and you participate from your computer (at work or home). Sometimes a group session is held with a computer and projector.

We are working to make this kind of learning available more often, and testing equipment and connection options throughout DPL.

Your participation in these classes will help us "test drive" the in's and out's of making online learning a success!

Especially for Supervisors

PADs for Supervisors   Would you like some help in either writing PADs or dealing with employee performance issues? Are you participating in the Lead Boot Camp process? Come share, learn from others, get constructive help and find out how others manage employee difficulties, learn how to write Development Plans or start the Discipline Process. Contact Sandra with any questions ahead of time.   *Classes offered in December*
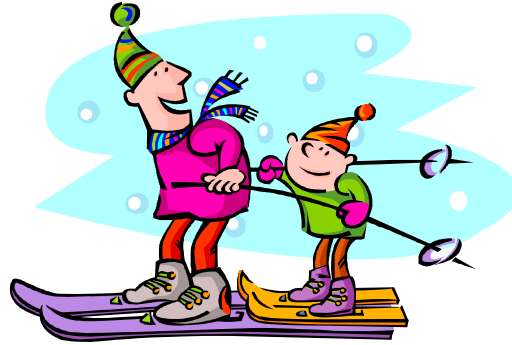
Kronos Training for Supervisors

Reconcile Timecard Training
Citywide Payroll is offering an advanced Kronos training to help you make timecard approval Mondays quicker and less stressful.
Please join us to learn how to:
- Use the sort feature in Reconcile Timecard
- Quickly scroll through all your timecards, without having to go back and forth between the timecard and reconcile timecard page
- Swiftly print timecard detail reports for employees without computer access to audit before wrong paychecks are issued
- Use HyperFinds to quickly find anomalies on approval Mondays
- Troubleshoot punch errors

Report Running Training
Citywide Payroll & Administration is offering an advanced Kronos training to help you run reports out of Kronos.
Learn how to run reports that
- Are useful for Kronos 4500 Terminal and TTE users who cannot print their timecards each pay period
- Show past and future accrual detail information
- Review all the comments that you posted on punches and all comments that you posted on time amounts
- Illustrate total usage of a particular pay code or leave type for an individual or a group over your specified amount of time.

Offered in October in separate sessions or together in a two-hour combined block!

September 2010

Mon	Tue	Wed	Thu	Fri
		1	*2*	*3 FURLOUGH*
6 HOLIDAY	*7*	*8*	*9*	*10*
13 *Polaris: Basics* *8:30—9:30am* *Ford-Warren*	*14*	*15* *Who We Are & What'cha Get!* *9:00am-11:30am* *Central, 5th floor* *Gates room* *Patron Assistance* *1:00pm-2:30pm* *Central, 5th floor* *Gates conference room* *Polaris: Basics* *9:00-10:00am* *Central, 7th floor* *training room* *OR* *8:30—9:30am* *University Hills*	*16*	*17* *Polaris: Basics* *8:30—9:30am* *Athmar*
20 *How to Get Your Stuff* *8:30am-10:00am* *Central, 5th floor* *Gates conf. room*	*21*	*22* *Patron Assistance* *9:00am-10:30am* *Central, 5th floor* *Gates conference rm*	*23* *How to Make A Parent Presentation on six Pre-Reading Skills* *8:00am-11:00am* *Ford Warren*	*24* *Polaris: Basics* *9:00am-10:00am* *Central, 7th floor* *training room*
27 *Polaris: Basics* *8:30—9:30am* *Ford Warren* *How to Make a Parent Presentation on Six Pre-Reading Skills* *2:00pm-5:00pm* *Eugene Field*	*28* *Get to Know DPL's CTC* *8:30am-10:00am* *Central, 4th Floor* *Main Computer Lab* *Polaris: Basics* *8:30—9:30am* *University Hills*	*29* *Office 2007* *8:30am-9:30am* *Central, 4th Floor* *Main Computer Lab* *Who We Are & What'cha Get!* *9:00am-11:30am* *Central, 7th floor* *training room.* *How to Make A Parent Presentation on Six Pre-Reading Skills* *8:00am-11:00am* *Hadley Library*	*30* *Browse, Check Out, & Download* *9:00am-10:30am* *Central, 5th floor* *Gates meeting room* *Who We Are & Haw We Do It!* *8:30am-12:30pm* *Central, 7th floor* *Training room* *Polaris: Basics* *8:30—9:30am* *Athmar*	

Annual Enrollment is Just Around the Corner!

Annual Enrollment will begin October 1st. Please keep an eye on your email for upcoming changes and classes focused on all the great benefits you have here as a Library employee.

We will be *offering two* **Benefits Round-Up** *Classes in October* if you need a refresher on your options before completing your form.

DenverWellness

Take a Few More Steps Each Day for Better Health!

- Join your co-workers in a walking and physical activity challenge starting Monday, September 20, 2010 as DenverWellness sponsors America on the Move.

- America on the Move is a city-wide wellness program designed to promote physical activity and healthy eating. Employees are encouraged to increase their physical activity while making healthful eating an easy and enjoyable part of their life.

- Program starts Monday, **September 20, 2010 and runs 7 weeks**. During the challenge, employees strive to increase their physical activity. Pedometers can be used to record steps while walking. Activity charts are available to convert a variety of physical activities into steps for logging daily totals.

- Employees can join with co-workers to form teams and challenge other agencies. Completion of the 7 week challenge insures entry into drawing for prizes.

Registration is September 7th – September 19th

Premium Discount Program Eligibility:

Upon completion of the challenge, employees will have met the Physical Activity requirement of the 2012 Premium Discount Program.

For more information or to register, contact your Wellness Champion, Toni Waltman at twaltman@denverlibrary.org or 5-1108 or visit www.denvergov.org/denverwellness

October 2010

Mon	Tue	Wed	Thu	Fri
				1
4	**5** *Fall 2010 Flu Shot Clinic 12:00pm-2:00pm Central, B2 Conference Center*	**6**	**7**	**8**
11 *How to Get Your Stuff 8:30am-10:00am Central, 7th floor training room*	**12** *You & Your PAD! 8:30am-10:00am Central, 7th floor training room* *Benefits Round-Up 1:00pm-3:00pm Central, 7th floor training room*	**13** *Who We Are & What'cha Get! 9:00am-11:30am Central, 7th floor training room* *The NEW denverlibrary.org 8:30am-10:00am Central, 4th Floor Main Computer Lab* *Tour Central with Sandra 1:30pm-3:30pm Central, 7th floor Meet in HR*	**14** *Living the Library Brand 8:30am-10:00am Central, 7th floor training room* *Choose Your Own Adventure-Helping Your Customers 8:30am-10:00am Offered online* *Get to Know DPL's CTC 8:30am-10:00am Central, 4th Floor Main Computer Lab*	**15** **FURLOUGH DAY**
18	**19**	**20** *Kronos— Supervisor training 8:00am-10:00am Central, 4th Floor Main Computer lab*	**21** *Who We Are & How We Do It! 8:30am-12:30pm Central, 7th floor training room*	**22** *Benefits Round-Up 9:00am-11:00am Central, 7th floor training room*
25	**26** *Get to know DPL's CTC 8:30am-10:00am Central, 4th Floor Main Computer lab* *Kronos—Timecard training 9:00am-10:00am Central, 4th Floor Main Computer lab*	**27** *Who We Are & What'cha Get! 9:00am-11:30am Central, 7th floor training room*	**28** *Business Decision Web Training 9:00am-10:30am Central, 5th floor Gates conference room* *The New Early Literacy Department & Storytime 8:00am-10:00am Central, 7th floor training room*	**29** *Kronos— Reports training 9:00am-10:00am Central, 4th Floor Main Computer lab* ***ANNUAL ENROLLMENT FORMS DUE by 5PM!***

DPL–What's New?

What's the Scoop on Green Valley Ranch and Stapleton?

What's been happening with the new branches? Well, lots! Come hear and Cori and Kit discuss the philosophy behind GVR's design, you can see the floor plans and get all your questions answered. But wait, there's more! At this session, Gwen and Cori will also tell you the philosophy behind Stapleton Library's design, you can see the floor plans and get all your questions answered!

Classes offered in November & December

Living the Library Brand

Come learn what DPL's new brand strategy is, how this initiative supports system-wide goals, and how it communicates library value to the community. Also discover how you can share your passion for the library and "live" the brand.

Class offered in October

DENVER PUBLIC LIBRARY

Change: Fireballs, Curveballs.... and Hairballs?!

Join Sandra to learn and discuss how change affects us as employees. What does it look like? How does it impact our mind and body? How can we cope? Come discuss the ins, outs, ups and downs of this challenging fact of life. Tips and treats will be useful tools we'll use!
Class offered in November

"Blessed are the flexible, for they shall not be bent out of shape."
          Michael McGriffy, M.D.

Know Your Library!

Tour Central With Sandra

Join Sandra on a guided tour of the Central Library. Learn about its architecture, see behind-the-scenes places, and meet some new faces. Have you ever wondered where the drum is located? Join the tour and find out. Note: This orientation is highly recommended for all new employees and may be attended at any time. Not-so-new employees are welcome too!

Class offered in October & December

November 2010

Mon	Tue	Wed	Thu	Fri
1	2 *Change: Fireballs, Curveballs...and Hairballs?! 8:30-10:30am CEN, 7th floor Training room* *Tour Central with Sandra 1:30pm-3:30pm Central, 7th floor meet in HR*	3 *The New Early Literacy Department & Storytime 8:00am-10:00am Schlessman*	4 *Everything you Need to Know about ECRR 9:00am-10:00am Montbello*	5
8	9 *E2: Effective E-mails 9:00am-10:30am Ford-Warren* *Learn All About the StaffWeb 8:30am-10:00am Central, 4th Floor Main Computer lab*	10 *Groupwise: Basics 8:30am-10:00am Central, 4th Floor Main Computer lab*	11 **HOLIDAY**	12
15 *How to Get Your Stuff 8:30am-10:00am Central, 7th floor training room*	16	17 *Who We Are & What'cha Get! 9:00am-11:30am Central, 7th floor training room* *Learn All About the Staff Forum 8:30am-10:00am Central, 4th Floor Main Computer lab*	18 *Who We Are & How We Do It! 8:30am-12:30pm Central, 5th floor Gates room* *Get to know DPL's CTC 8:30am-10:00am Central, 4th Floor Main Computer lab*	19
22	23 *What's the Scoop on Green Valley Ranch & Stapleton? 8:45am-9:45am Central, 7th floor training room*	24	25 **HOLIDAY**	26 **FURLOUGH DAY**
29	30			

Children's Books

Best and Brightest Children's & Teen Books of 2010
Celebrate the best and brightest children's and teen books published in 2010! Mingle and connect with colleagues from across the system as you improve your reader's advisory skills in a fun and festive collaborative environment.
Class offered in December

Everything you Need to know about ECRR: *Every Child Ready to Read*
This class is for all staff who interact with parents either one-on-one in the stacks, at the circ desk or in a large group for a story time. Parent tips for developing early literacy skills in their child(ren) can be shared in any of those settings. Come learn how critical your work is to our kids! *Class offered in November*

How to Make a Parent Presentation on *Six Pre-Reading Skills*
So, you have asked to present to parents on the topic of early literacy. What now? Come to this informative session to see our version of "Six Pre-Reading Skills and Children's Literature That Supports Them" that we present to parents. We will address planning and preparation, materials in English and Spanish, content and presentation tips. *Class offered in September*

The New Early Literacy Department & Story Time
Come to find out what the Early Literacy Department has planned for DPL story time development. What is the role of story time in relation to children, families, the public library, ECRR, dialogic reading and brain development? How do all the pieces fit together? What are the indicators of a high quality ECRR experience? Time to share your successes and walk away with ideas you can put into practice. *Class offered in October and November*

DPL's Annual Mock Newbery
The Newbery Medal is awarded each year to the author of the most distinguished book in children's literature. Join us for a rousing discussion on the merits of the best this year has to offer. If your favorite is not on the list, feel free to bring it along for discussion. At the end of the discussion, we'll vote. Can we pick the winner this year? *Class offered in December*

DPL's Annual Mock Caldecott Discussion:

The Caldecott Medal is awarded each year for the best artwork in a children's book. Join us for a rousing discussion on the artistic merit of the best this year has to offer. If your favorite is not on the list, feel free to bring it along for discussion. At the end of the discussion, we'll vote. Can we pick the winner this year?

Class offered in January 2011

December 2010

Mon	Tue	Wed	Thu	Fri
		1 *Who We Are & What'cha Get! 9:00am-11:30am Central, 7th floor training room* *Best & Brightest Children's & Teen Books of 2010 8:30am-10:00am Central, B2 Conference Center*	*2* *Using Google to Share Your Learning & Earn Your ELG Credits: Part 1 9:00am-10:00am Offered Online* *Tour Central with Sandra 1:30pm-3:30pm Central, 7th floor Meet in HR*	*3*
6	*7* *The Child Safety Policy Training 8:30am-9:45am Central, 7th floor training room* *PADs for Supervisors 9:00-11:00 am Central, 7th floor Training room*	*8* *What's the Scoop on Green Valley Ranch & Stapleton? 8:45am-9:45am Central, 7th floor training room* *Value Line 9:00-10:30am Central, 5th floor Gates conference room*	*9* *Using Google to Share Your Learning & Earn Your ELG Credits: Part 2. 9:00am-10:00am Offered Online* *Groupwise: Calendar & Other Useful Stuff! 1:30pm-3:30pm Central, 4th floor Main Computer Lab*	*10*
13 *How To Get Your Stuff 8:30am-10:00am Central, 7th floor training room*	*14* *You & Your PAD! 8:30am-10:30am Central, 7th floor training room*	*15* *Who We Are & What'cha Get! 9:00am-11:30am Central, 7th floor training room* *DPL's Annual Mock Newbery 8:30am-9:45am Central, 1st floor CHL Craft Room*	*16* *Who We Are & How We Do It! 8:30am-12:30pm Central, 7th floor training room* *Get to Know DPL's CTC 8:30am-10:00am Central, 4th Floor Main Computer lab*	*17*
20	*21*	*22*	*23*	*24* *HOLIDAY*
27	*28*	*29*	*30*	*31* *HOLIDAY*

Grow Your Skills and Library Knowledge

You & Your PAD   Come and learn more about the PAD process, including ELG, and how you can benefit from both. What are your responsibilities and how do you do them? What does your supervisor do and when? Join us for tips and techniques in making your PAD the best it can be. *Classes offered in October and December*

E-2: Effective E-mails Do you every feel like email is hindering, not helping your communication? This session will teach you to write clear, effective e-mails in a concise, professional manner to help you get results. *Class offered in November*

Cultural Connections
Good communication is the key to providing quality services. Communication always presents challenges, but communicating with patrons who are from other cultures and who have limited English proficiency can be even more challenging. Staff from the Spring Institute for Intercultural Learning will share how to help overcome intercultural communication barriers by focusing on challenges and solutions related to cultural diversity and intercultural communication. *Class date coming soon in your email*

Child Safety Policy Training Same as in the past: a chance to learn more about DPL's new child safety Policy including help in using informed judgment to make decisions and a chance to ask questions and get clarifications. This class in intended to make sure all staff understand and are comfortable using the policy when needed. Especially recommended for Public Service staff! Know what to do in those sticky situations! *Class offered in December*

Purchasing Classes

Whether you are a beginner or have been around a while these classes will give you all the tools you need to make the purchasing process easier and a heck of a lot less painful!

How To Get Your Stuff class will teach you how to expedite your order. Be sure to join the Purchasing staff as they walk you through the process, beginning to end, and make you an expert too! *Class offered September, October, November, December*

We are temporarily putting our **Online Requisitions: Beginning and Intermediate** classes on hold. If you need help purchasing supplies online or entering requisitions in HTE please contact Purchasing for a one-on-one class.

Registration Form

The Registration Form will be returned to you via fax with HR's Response information. Feel free to call Toni, Sandra, or Jennifer at any time if you have questions, or if you do not receive your form back. If you would like to sign up for a class at the last minute, just call or email us.

Many classes fill up early and have waiting lists. Be courteous and CANCEL prior to the start of a class if you are unable to attend a session. Let us know with a telephone or email message:
Toni 720-865-1108, Sandra 720-865-2071 or Jennifer 720-865-2074.

Please check all that apply:

☐ Part Time—_____ hours
☐ Full Time
☐ Volunteer/Docent
☐ On-Call
☐ Check here for a sign language interpreter

Name:_____

Dept/Branch:_____

Phone:_____

Position:_____

_____
Supervisor's Signature
(required)

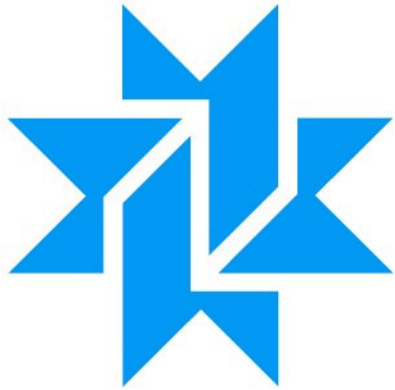### HR Response

C = Confirmed
W = Wait List

If you are notified that you have been placed on a waiting list you will be contacted when space becomes available.

Any change in time or location will be communicated to those registered.

Classes I would like to attend:

Class Title	Location	Date	Time	HR Response*
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				

DENVER PUBLIC LIBRARY

Especially for New Employees

New to the Library? If so, make sure you put these great classes on your list of ones to attend. They are packed full of info to make your career here at DPL the best it can possibly be!

- **You & Your PAD (This is a must!)**
- **GroupWise Classes**
- **Office 2007 class**
- **StaffWeb and Staff Forum classes**
- **denverlibrary.org class**
- **Living the Library Brand**
- **Customer Service Classes**
- **e-Media Class**
- **Tour Central with Sandra**
- **Who We Are & What'cha Get**
- **Who We Are & How We Do It**

10 West 14th Avenue Parkway
Denver, Colorado 80204

How to Contact us :

Sandra   720-865-2071
ssmith@denverlibrary.org
Jennifer   720-865-2074
jlay@denverlibrary.org

Where Can I View the Full Details?

For the full training calendar details don't forget you can view classes on the Staff Calendar located on the StaffWeb. It will give you all the basic details you see here along with all the extras such as the facilitator, location, and full class description.

You can also use the "Search" function to look for a class. Just type in a keyword such as "Polaris" or "PAD" and it will find only classes that have that word in the text **during the selected month—**change the month to view all available. Then, complete the registration form at the top for classes, and send it off to Human Resources. We will fax back your confirmation as soon as possible.

http://staffweb.denverlibrary.org