|  |  |  |  |
| --- | --- | --- | --- |
| Competency | Link | Assigned | Completed |
|  |  |  |  |
| **LIBRARY SERVICES** |  |  |  |
| Ethics and Public Service | <https://learn.webjunction.org/course/index.php?categoryid=34> |  |  |
| Customer Service | <https://learn.webjunction.org/course/index.php?categoryid=27> |  |  |
| Dealing with Difficult Patrons | <https://learn.webjunction.org/course/index.php?categoryid=27> |  |  |
|  |  |  |  |
| Evaluating Reference Resources |  |  |  |
| The Reference Interview |  |  |  |
| Readers Advisory | <https://learn.webjunction.org/course/index.php?categoryid=48> |  |  |
|  |  |  |  |
| Computer Training | <https://library.universalclass.com/i/librarysubjects/computers.htm> |  |  |
|  |  |  |  |
| **PERSONAL GROWTH & DEVELOPMENT** |  |  |  |
| Time Management & Organization | <https://learn.webjunction.org/course/index.php?categoryid=20> |  |  |
| Coping with Change |  |  |  |
| Emotional Intelligence | <https://library.universalclass.com/i/librarycourse/emotional-intelligence-101.htm> |  |  |
| Cross Cultural Communication | <https://library.universalclass.com/i/librarycourse/cross-cultural-communication.htm> |  |  |

# Library Staff Entry Training

Employee:

Supervisor: