



# Professional Development & Staff Training 2026

## TABLE OF CONTENTS

<b>TABLE OF CONTENTS</b> .....	<b>1</b>
<b>ABOUT US</b> .....	<b>2</b>
<b>CONTACT US</b> .....	<b>2</b>
<b>LIVE TRAINING</b> .....	<b>3</b>
COACHING FOUNDATIONS.....	3
MANAGING HOSTILE INTERACTIONS.....	4
PROFESSIONAL COACHING FOR IBPOC LIBRARY STAFF.....	5
<b>SELF-PACED TRAINING</b> .....	<b>6</b>
AIDE: AUTISM AWARENESS FOR LIBRARIANS.....	6
ACE THE 3RS & MOMENTS OF POWER: CUSTOMER SERVICE TRAINING.....	7
ARETE.....	8
HOMELESS DE-ESCALATION TRAINING BY RYAN DOWD.....	9
HOMELESSNESS SERVICES ASSOCIATION OF BC (HSABC).....	10
INDIGENOUS AWARENESS AND INDIGENOUS RELATIONS TRAINING.....	11
LIBRARY JUICE ACADEMY.....	12

## ABOUT US

Public Library InterLINK is a mission-driven federation of 18 public libraries across BC. We believe in supporting public libraries through resource sharing and collaborative programs.

### What We Do

- Provide access to the collections of 18 member libraries
- Facilitate interlibrary loans
- Support accessible library services
- Deliver provincial professional development and library staff training
- Negotiate discounts on collective purchases
- Innovate collaborative programming
- Provide a forum for connection and sharing

## CONTACT US

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## Cancellation Guidelines

Prior to registration, please review our professional development [cancellation guidelines](#). If you have any questions, please contact [alison.brierley@interlinklibraries.ca](mailto:alison.brierley@interlinklibraries.ca).

## COACHING FOUNDATIONS

### Overview

The Coaching Foundations course focuses on understanding what coaching is (and is not), and how it can apply for leaders and managers. In this course, students build key foundational coaching skills and are introduced to the GROW coaching model. Coaching Foundations blends theory and practice, with extra attention and time given to practicing coaching and receiving feedback. **It consists of six 2-hour workshop sessions and two 1-hour practice sessions**, where students put their learning into action. [Learn more.](#)

### Dates

Date	Time	Format	Registration Deadline
<b>Spring Coaching Foundations:</b> May 5, 8, 12, 26, 29 & June 2  + two practice sessions TBD with your cohort	1-3 pm	Online	March 31
<b>Fall Coaching Foundations:</b> October 20, 23, 27 & November 10, 13, 17  + two practice sessions TBD with your cohort	1-3 pm	Online	September 18

### Eligibility

All BC public libraries.

### Costs

\$462/person

### Register

Please complete the applicable online registration form:

#### Spring Coaching Foundations

<https://www.interlinklibraries.ca/meetings-events/coaching-foundations/>

#### Fall Coaching Foundations

Link coming soon.

## MANAGING HOSTILE INTERACTIONS

### Overview

Managing Hostile Interactions training equips library staff with practical tools to navigate difficult situations safely and respectfully. In this webinar-workshop hybrid program, participants learn proven strategies for de-escalation that increase the likelihood of a constructive resolution for everyone. As a participant, you will gain an understanding on how to define hostility and examine its dynamics, identify factors that increase the potential of hostility, explore techniques to effectively confront and set limits on hostile behaviours to enhance personal safety. This training meets WorkSafe BC regulatory training requirements. [Learn more.](#)

### Dates

Date	Time	Format	Registration Deadline
March 10 & 11	1-4 pm	Online	February 24
April 28 & 29	1-4 pm	Online	April 14

### Eligibility

All library federations.

### Costs

\$150/person

### Register

Please complete the applicable online registration form:

#### **Managing Hostile Interactions - March**

<https://www.interlinklibraries.ca/meetings-events/managing-hostile-interactions/>

#### **Managing Hostile Interactions - April**

<https://www.interlinklibraries.ca/meetings-events/managing-hostile-interactions-april/>

## PROFESSIONAL COACHING FOR IBPOC LIBRARY STAFF

### Overview

InterLINK’s professional coaching service is designed to support library workers who are Indigenous, Black, and/or People of Colour (IBPOC). By providing IBPOC staff the opportunity to engage in one-to-one coaching, InterLINK libraries aim to enhance the work and life experiences of employees, and move forward their commitment to build a culture of anti-racism, diversity, equity, and inclusion. [Learn more.](#)

### Dates

Dates	Format
8 one-hour sessions to be completed over a 4 to 6 month period at an agreed upon time between coach and coachee.	Online

### Eligibility

Available to IBPOC staff of InterLINK member libraries, including those in non-leadership and leadership positions.

### Costs

\$1,250 per person

Please note, if your application is successful, coaching is provided at **no cost** to the coachee. All costs are covered by InterLINK libraries.

### Register

Please complete the [online application form](#) by March 17, 2026.

## SELF-PACED TRAINING

# AIDE: AUTISM AWARENESS FOR LIBRARIANS

### Overview

Offered by the Autism and/or Intellectual Disability Knowledge Exchange Network (AIDE Canada), this online course provides practical communication strategies to support autistic individuals and people with intellectual disabilities in the library. It includes real-life examples and actionable tips to improve daily interactions, enhance capacity, and foster a more inclusive library environment. [Learn more.](#)

### Dates

Date	Time	Format
Ongoing	Self-paced	Online

### Eligibility

All BC public libraries.

### Costs

Free.

### Register

Please complete the online registration form:

<https://www.interlinklibraries.ca/meetings-events/aide/>

## SELF-PACED TRAINING

# ACE THE 3RS & MOMENTS OF POWER: CUSTOMER SERVICE TRAINING

## Overview

Offered through the University of Victoria's Gustavson School of Business, this training is available to all public library staff across BC. These courses include informative, actionable customer service training using evidence-based frameworks. [Learn more.](#)

There are three levels of training available:

Level 1: Ace the 3Rs

Level 2: Moments of Power to Elevate the Customer Experience

Level 3a: Develop a Service Strategy - Create a Service Organization that Shows Results

Level 3b: Make Service Your Advantage by Building a Strong Service System

## Dates

Date	Time	Format
Ongoing	Self-paced	Online

## Eligibility

All BC public libraries.

## Costs

Level 1: \$38

Level 2: \$75

Level 3a: \$175

Level 3b: \$71

## Register

Please complete the online registration form:

<https://www.interlinklibraries.ca/meetings-events/customer-service/>

## SELF-PACED TRAINING

# ARETE

### Overview

ARETE training focuses on key workplace safety topics, including violence prevention, de-escalation, and bullying and harassment. Training provides employees with the confidence and skills to safely respond to the continuum of client and customer conflict, from low-level agitation through to verbal abuse, aggression and in-person threats. [Learn more.](#)

There are three online, self-paced training courses available. Each course takes approximately 1-2 hours to complete. Live training is available by request.

ARETE Workplace Violence Prevention and De-escalation (WVPD)  
ARETE Workplace Violence Prevention 360 (WVPD 360)  
ARETE Workplace Bullying and Harassment

*Note: The WVPD 360 course includes all of the content from WVPD, plus an add-on module related to safely requesting customer cooperation. We recommend taking either the WVPD 360 course OR WVPD, not both.*

### Dates

Date	Time	Format
Ongoing	Self-paced	Online

### Eligibility

All BC public libraries.

### Costs

ARETE Workplace Violence Prevention and De-escalation (WVPD): \$83

ARETE Workplace Violence Prevention 360 (WVPD 360): \$120

ARETE Workplace Bullying and Harassment: \$65

### Register

Please complete the online registration form:

<https://www.interlinklibraries.ca/meetings-events/arete/>

Participants will receive a dedicated access code and have 30 days to complete the course(s).

## SELF-PACED TRAINING

# HOMELESS TRAINING BY RYAN DOWD

### Overview

Homeless Training by Ryan Dowd consists of 20+ webinars and training videos based on years of experience working in homelessness services. In the core training series, students learn how to effectively and compassionately work with individuals experiencing homelessness. Topics include preventing conflict, communication tools, managing emotions, and more. Monthly live online training webinars, each exploring a new topic, are also available after registration and added to the existing suite of videos on an ongoing basis. [Learn more.](#)

### Dates

Date	Time	Format
Ongoing	Self-paced	Online

### Eligibility

All BC public libraries.

### Costs

Free, through October 2026.

### Register

Please complete the online registration form:

<https://www.interlinklibraries.ca/meetings-events/homeless-training-by-ryan-dowd/>

## SELF-PACED TRAINING

# HOMELESSNESS SERVICES ASSOCIATION OF BC (HSABC)

### Overview

Through our partnership with the Homelessness Services Association of BC (HSABC), InterLINK provides free access to HSABC webinars and in-person workshops for library staff. There is a wide range of training available and content is updated regularly. Topics include substance abuse awareness, work-life balance for front line workers and conflict, communication and listening skills, and more.

For a comprehensive list of upcoming training opportunities, please see the [HSABC calendar](#) and [learn more](#).

### Dates

Date & Time	Format
Refer to the <a href="#">HSABC calendar</a> for dates and times	Online

### Eligibility

InterLINK libraries only.

### Costs

Free.

### Register

Please complete the online registration form:

<https://www.interlinklibraries.ca/meetings-events/hsabc/>

Please make sure you include the HSABC course name/webinar that you or your staff would like to enroll in.

## INDIGENOUS AWARENESS AND INDIGENOUS RELATIONS TRAINING

### Overview

All library staff in BC have access to the Indigenous Awareness and Indigenous Relations training courses offered through the Indigenous Corporate Training. These courses offer foundational knowledge about Indigenous relations with Canada. Students can expect to learn about the history, culture and relationships with Indigenous people. Please note, students should complete the Indigenous Awareness course before Indigenous Relations. [Learn more.](#)

### Dates

Date	Time	Format
Ongoing	Self-paced	Online

### Eligibility

All BC public libraries.

### Costs

Indigenous Awareness: \$75 / person

Indigenous Relations \$75 / person

Please note, costs are waived for InterLINK members and unfederated libraries through March 31, 2026. Register via InterLINK to receive a waived fee.

### Register

Please complete the online registration form:

<https://www.interlinklibraries.ca/meetings-events/indigenous-awareness-relations/>

A link/coupon code will be emailed to complete the registration process. Participants have 30 days to complete the course after registration is processed.

## LIBRARY JUICE ACADEMY

### Overview

Library Juice Academy offers an exciting range of online professional development classes focusing on building practical librarianship skills in topics such as accessibility, cataloguing, collections, outreach, readers advisory, youth services, instruction, and beyond. [Learn more.](#)

[View all available courses online.](#)

### Dates

Date	Time	Format
Ongoing	Self-paced*	Online

*\*Courses are taught asynchronously and involve reading assignments, offline activities, and class participation. There are set course start dates, but work can be completed self-paced. For example, a four week course involves about fifteen hours of work.*

### Eligibility

All BC public libraries.

### Costs

Prices vary based on each course. All BC public libraries receive a discount of approximately 20% when they register for [Library Juice Academy](#) courses through InterLINK. (Note: course prices are listed in USD).

### Register

Please complete the online registration form:

<https://www.interlinklibraries.ca/meetings-events/library-juice-academy/>

Please remember to include the course name and dates that you are requesting registration for.