



**KnowledgeCity®**  
Learning Solutions

# Skills Training for Communities

A Robust Database of 13,000 Online Video Tutorials

Libraries are the gateway to knowledge, a partnership with KnowledgeCity will help you expand the resources available to your communities.



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# About KnowledgeCity.com

*Libraries are a valuable community resource. Libraries help support education and lifelong learning, equitable access to information, as well as play a critical role in helping individuals and businesses prepare for success.*

*According to the ALA, 73 percent of libraries offer programs that help patrons train and apply for jobs and 48 percent help entrepreneurs and small businesses with assistance, planning, market resources and more.*

*Here is where KnowledgeCity.com can help. We offer online video training courses that libraries can utilize to help patrons in their community expand their knowledge for education, for personal development, for upward mobility, and business.*

With hundreds of topics and counting, KnowledgeCity.com brings the most current information in the industry. All our courses are taught by experienced college professors and certified instructors from the United States, who go through an intensive interviewing and testing process before they are accepted.

We offer a variety of content levels, enabling patrons with a wide range of experience and ability to benefit from the training. Depending on the topic, we have an array of beginner to advanced courses available.

Our main goal is to provide educational resources tailored directly to your patron's unique set of needs. Providing soft skills training is an ongoing process intended to keep your library on the cutting edge and to help your patrons reach their individual goals. We want to share in that journey with you.

Our top priority is the growth of your training product enabling patrons to develop skills and knowledge. We conduct our business according to strict ethical standards. We will never compromise the long-term health and vision of your library for momentary gains.

We update our training library monthly with new courses as well as regular updates to courses based on industry information and trends. With KnowledgeCity's all-access subscription, it is easy for patrons to expand their skills, get a refresher course, or try out a new subject.

Access every course in the training library from anywhere, anytime. Just watch and learn!



# How it Works



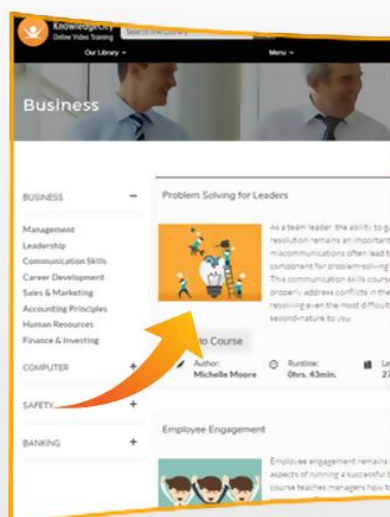
***You do not need any special software or equipment to learn with KnowledgeCity.com. All you need is a library card and any internet enabled device!***

Courses are presented as video tutorials; patrons experience lessons as if the instructor is sitting right there with them. The instructor will teach the course step by step in individual lessons. Patrons can take any course they like, as many times as they want. When patrons view the course, they can pause, rewind, and fast-forward the lesson. Lessons can be taken all at once or one at a time, enabling patrons to learn at their own pace from anywhere, at any time.

## HOW KNOWLEDGECITY.COM WORKS

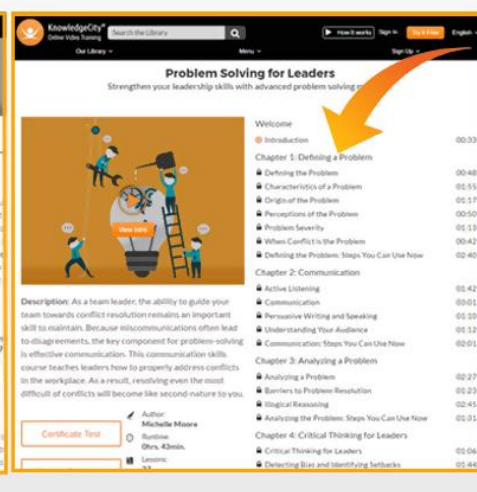
1

**SELECT A COURSE**



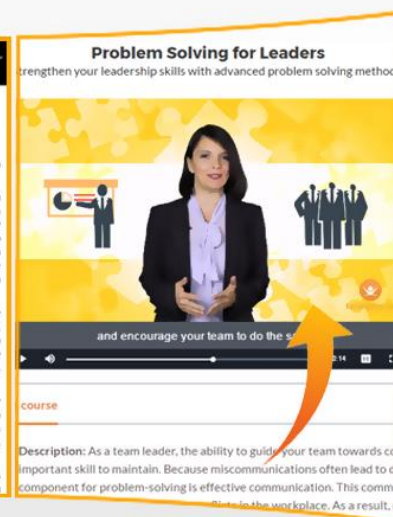
2

**CHOOSE A LESSON**



3

**WATCH THE VIDEO**







# Courses



Once you are on the course page, you will see the title of the course, a short description, the name of the instructor, the total run time, and the number of lessons. Next to the video player are the individual lessons. To view a lesson, just click on the title.

## A. Soft Skills Courses



## B. Computer Courses



## C. Safety Courses



## D. Compliance Courses



## E. Finance Courses



# IV

## Features

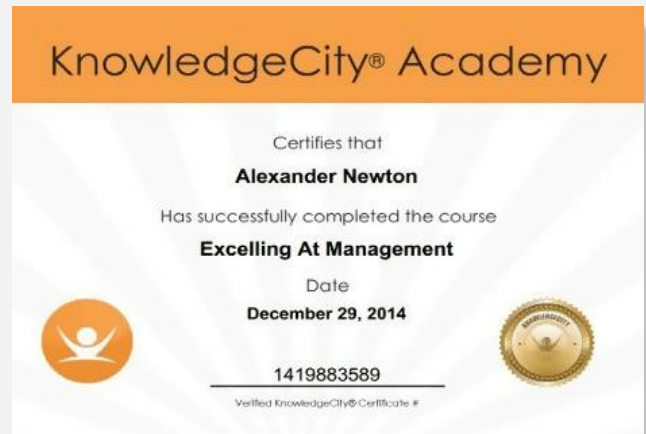


### A. Certificates of Proficiency

Our Certificates of Proficiency are available upon the completion of a course. Just complete the online course, pass the test, and receive the certificate.

Anyone with a library card can increase their foundational skills and proudly share their success. The tests can be taken from KnowledgeCity.com.

The tests are timed and are always different; each time a patron takes a test, a different set of questions is randomly pulled from a larger question pool, to ensure that anyone who earns a certificate truly grasps the material.



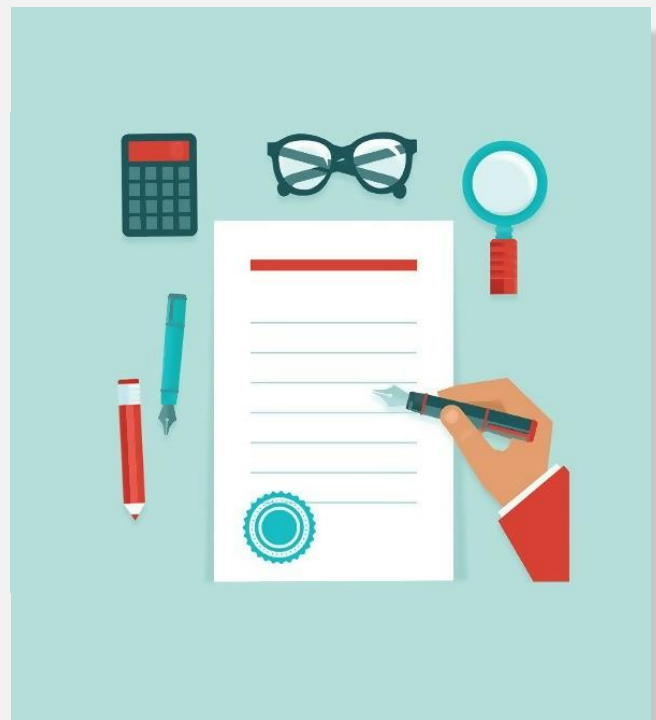
### B. Project Files

We provide project files from the courses, such as examples used in computer tutorials or outlines from business courses. These materials can be used to review concepts from the lessons, practice techniques from the course, or just have on hand for reference. These resource documents improve retention of key concepts.

### C. Delivery

We provide state-of-the-art technology that allows continuous streaming videos for all courses, so there are no delays while watching the training videos.

The lessons begin playing right away, and users can quickly jump to any point within the video at any time. The courses can be accessed from any device with an internet connection enabling all community members regardless of mobility access to the valuable education.



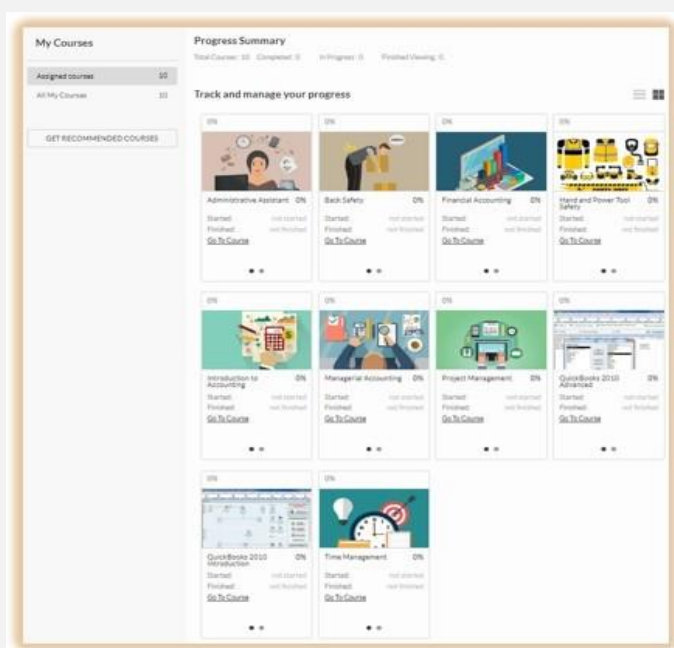


## D. My Learning Page

A library card is basically an “all access pass”! Community members can track and manage their learning by using the My Learning Page.

This page allows users to be more productive by measuring their progress, allowing them to make goals, remember where they are in each course, and what the next step is for course completion.

The My Learning page contains several tabs which show how the patron is progressing and track each course taken.



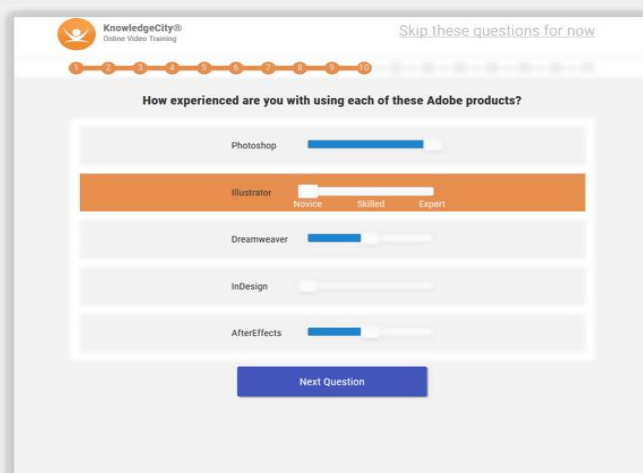
## E. Training Need Analysis (TNA)

Knowing which courses to take to build individual skills can be difficult. The best way for individuals to achieve success is by utilizing courses that are most relevant to the work they do or need to train for to reach their goals.

By answering a series of questions about their current skills or skills they want to achieve, users accessing the TNA will save time by having courses they need generated for them.

A proprietary algorithm analyzes the responses and recommends relevant courses based on training paths developed by KnowledgeCity Training Advisors.

By taking advantage of the TNA program, community members are receiving the best training for their skills, with courses specifically mapped by the KnowledgeCity Training Advisors.

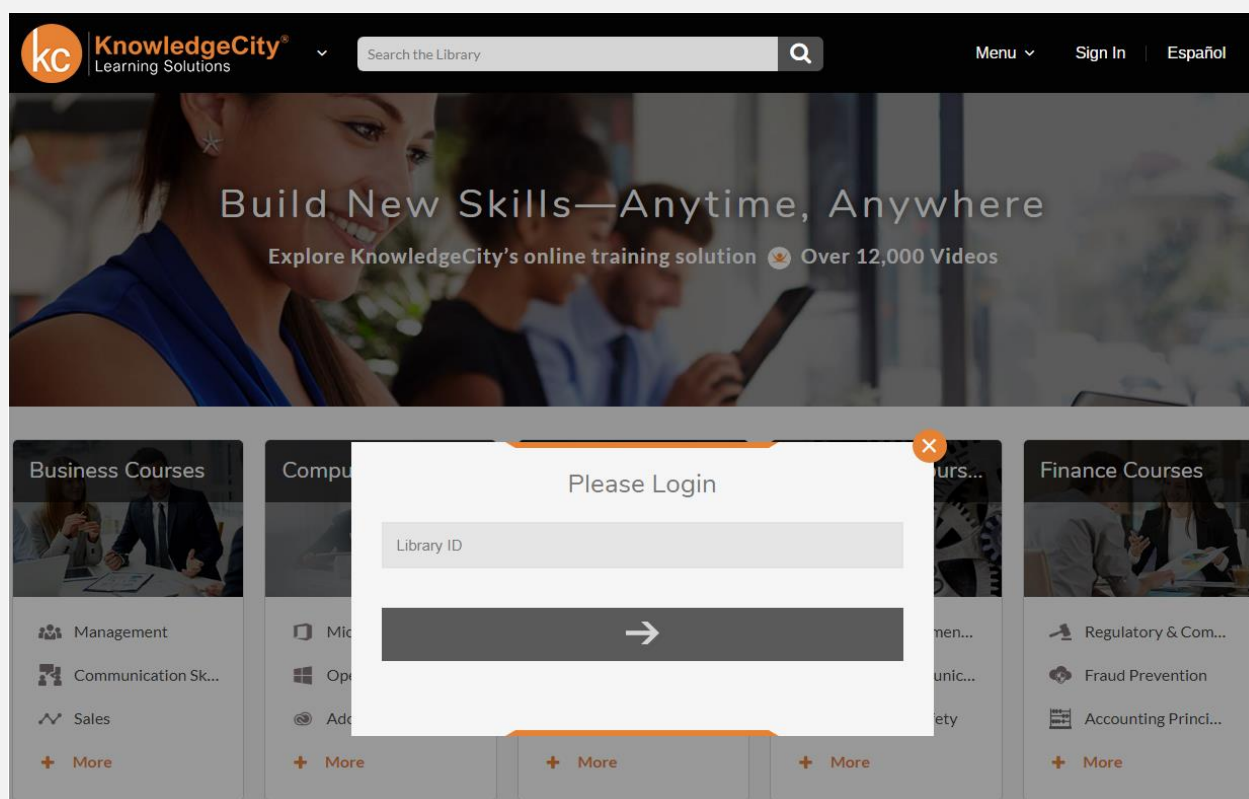






KnowledgeCity integrates seamlessly with library systems, allowing patrons to log in with their library-issued credentials, such as library number and PIN. Once configured, library users will simply click a link on their local library's website and be allowed full access to the eLearning content, both from within the library and from home. Upon each login from the patron, their progress on each course is recorded in MyLearning, and they will be able to download or print any certificates they earn.

KnowledgeCity is compatible with major ILS systems (such as Polaris, Sierra, Atrium, Evergreen, Apollo, and more) from Innovative Interfaces Inc, Book Systems, TLC, 3M, SirsiDynix, Open-ILS and others. All the common protocols such as SIP2, Patron API, OAuth, and Shibboleth are supported, as well as many other less known protocols and options. Support and integration is free of cost, so as libraries improve and update their systems, KnowledgeCity will be there to ensure smooth, continuous availability.



# VI

## Benefits



To better serve your community, we have designed this comprehensive solution to meet your needs.

Feature	Details
Training Courses	Full, unlimited access to our Learning Library ® consisting of Soft Skills, Computer Software, Safety, Compliance and Finance training categories
TNA	Training Need Analysis
TCM	Testing and Certification Module for every course
Course Languages	Training courses are available in both English and Spanish languages
System Duration	1 full year
Dedicated Customer Support	Outstanding and prompt customer service support from our expert team located in the US

**With this offer, your library will receive the following:**



**Unlimited access  
to ALL courses**



**Top quality**



**Experienced  
instructors**



**Flexible format**



**24/7 access**



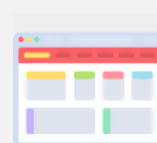
**High-quality  
video production**



**Monthly course  
updates**



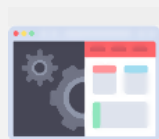
**Streaming  
technology**



**Customer  
Support**



**All Skill Levels**



**Training Needs  
Analysis**



**Certificates of  
Proficiency**



## Contact Information

We kindly invite you to contact us with any queries or clarifications you may need. We would be delighted to assist you.

Our contact details are as follows:



**KnowledgeCity Corporate - USA**  
2218 Faraday Avenue, Suite 130  
Carlsbad, CA 92008, U.S.A.

**Toll Free:** 1.888.494.2075  
**Fax:** 1.760.683.8828  
**Email:** [info@knowledgecity.com](mailto:info@knowledgecity.com)