

# Technology help & digital skills coaching

Stop into the library to get help with your smartphone or e-reader, learn a new computer program, or take a workshop on popular software like Excel or Google Drive. City Library staff are here to help support digital literacy in our community.

## Get 1:1 support with TechConnect

Request an appointment by [email](#) or call us at [604-998-3471](tel:604-998-3471).

[Request an appointment](#)

### Popular requests

[GET 1:1 TECH HELP](#)

[TECH CLASSES & WORKSHOPS](#)

[GET A LIBRARY CARD](#)

## What kinds of coaching can I get?

You can get coaching on basic technology use, including devices and software.

- Getting started with your computer, e-reader or tablet
- Creating and using an email account
- Using the Internet
- Using Microsoft Office applications: Word, Excel, PowerPoint
- Downloading library ebooks and e-audiobooks
- Using social media such as Facebook, Twitter, and YouTube

- Using video conferencing software like Zoom and Skype
- Managing digital photos

We are not able to help with topics beyond our knowledge. Nor are we able to help you with things like setting up a dating profile, income tax submission, personal banking or completing a resume for you. If we do not feel we can help you, we'll refer you to other resources.

## **How many 1:1 sessions can I have?**

There is no limit to the number of coaching sessions a person can have, as long as it does not prevent others from taking advantage of the service. However, to ensure that appointments are available to everyone, we have a limit of one booked appointment at a time. This means that when your current appointment is over, you will be able to book another.

## **Massive open online courses (MOOCs), lectures and other classes**

These websites offer self-paced, online learning on virtually all topics, not just technology-specific. All the websites below provide some classes for free, but may have other courses that require payment. Most require creating a personal account to track your progress.

### [Coursera](#)

Offers more than 5,000 courses, professional certificates and degrees.

### [EdX](#)

EdX hosts online university-level courses in a wide range of disciplines.

### [MIT OpenCourseWare](#)

MIT OpenCourseWare is a web-based publication of virtually all MIT course content.

### [Khan Academy](#)

Learn for free about math, art, computer programming, economics, sciences, and more.

## [Stanford Online](#)

Offers free online courses, degrees, grad and professional certificates and open courses.

## [Udacity](#)

Master real, in-demand tech skills from home with Udacity's 100% online learning platform.

# Computer & technology classes

Seniors & tech

## [Monday seniors' device clinic — Session 1](#)

**Monday, June 27, 2022, 1:30 pm to 2:30 pm**

## [Go to event](#)

Seniors & tech

## [Monday seniors' device clinic — Session 1](#)

**Monday, June 27, 2022, 1:30 pm to 2:30 pm**

## [Go to event](#)

Seniors & tech

## [Monday seniors' device clinic — Session 2](#)

**Monday, June 27, 2022, 2:45 pm to 3:45 pm**

## [Go to event](#)

Seniors & tech

[Monday seniors' device clinic — Session 2](#)

**Monday, June 27, 2022, 2:45 pm to 3:45 pm**

[Go to event](#)

Tech showcase

[Wednesday device clinic](#)

**Wednesday, June 29, 2022, 11:00 am to 12:00 pm**

[Go to event](#)

Seniors & tech

[MS Office learn & practice](#)

**Wednesday, June 29, 2022, 7:15 pm to 8:15 pm**

[Go to event](#)

Tech showcase

[Thursday device clinic](#)

**Thursday, June 30, 2022, 1:45 pm to 2:45 pm**

[Go to event](#)

Seniors & tech

[Monday seniors' device clinic — Session 1](#)

**Monday, July 4, 2022, 1:30 pm to 2:30 pm**

[Go to event](#)

Seniors & tech

[Monday seniors' device clinic — Session 1](#)

**Monday, July 4, 2022, 1:30 pm to 2:30 pm**

[Go to event](#)

Seniors & tech

[Monday seniors' device clinic — Session 2](#)

**Monday, July 4, 2022, 2:45 pm to 3:45 pm**

[Go to event](#)

[Back to all events](#)

If you have a question, [ask us](#) or call [604-998-3450](#)