Technology help & digital skills coaching

Stop in to 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.

Request an appointment

Popular requests

GET 1:1 TECH HELP

TECH CLASSES & WORKSHOPS

ONLINE LEARNING WITH NVCL

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 learning on virtually all topics, not just technology. All the websites below provide some classes for free, but may have other courses that require payment. Most require creating an account to track your progress.

Coursera

Offers more than 5,000 courses, professional certificates and degrees. [Explore Coursera](#)

EdX

EdX hosts online university-level courses in a wide range of disciplines. [Explore EdX](#).

MIT OpenCourseWare

MIT OpenCourseWare is a web-based publication of virtually all MIT course content. [Explore MIT OpenCourseWare](#).

Khan Academy

Learn for free about math, art, computer programming, economics, sciences, and more. [Explore Khan Academy](#).

Stanford Online

Offers free online courses, degrees, grad and professional certificates and open courses. [Explore Stanford Online](#).

Udacity

Master real, in-demand tech skills from home with Udacity's 100% online learning platform. [Explore Udacity](#).

Computer & technology classes

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