

Using the EKB and Skillsoft eBook and Video Portal

Anyone registered for the Partnership's Online Learning Program (and that has an [active Online Learning license](#)) can use the EKB and Skillsoft eBook and Video Portal (formerly called Skillsoft Books 24x7). You can access thousands of books (or videos) on your computer or mobile device at any time through the Statewide Learning Management System (SLMS), just as Skillsoft online courses are accessed. You can view all or part of, as many digital books and videos as you like. These books and videos are on a variety of subjects such as customer service, time management, leadership, and computer-related topics.

To start using the eBook and Video Portal, you'll need to enroll in it first, just as you enroll in an online course before you can launch it.

A. Enrolling in the EKB and Skillsoft eBook and Video Portal

1. Log into SLMS (<https://nyslearn.ny.gov>). [SUNY employees, log in through the SUNY.EDU portal].
2. Click on **Find Learning** in the **Quick Links** menu (or choose **Main Menu, Self Service, Learning, Find Learning**).
3. Type **EKB and Skillsoft eBook** in the **Search by keyword** box then click the **Search** (double-headed arrow) button.
4. Click on the **Enroll** link beneath the name **EKB and Skillsoft eBook and Video Portal**.
5. Click on the **Submit Enrollment** button.

B. Access EKB and Skillsoft eBook and Video Portal in SLMS After Enrolling

1. Log into SLMS (<https://nyslearn.ny.gov>). [SUNY employees log in through the SUNY.EDU portal].
2. Click on **My Learning** in the **Quick Links** menu.
3. Locate the **EKB and Skillsoft eBook and Video Portal** item. If you have many items, you may want to click on the column heading **Title** to alphabetize them. You may also have to click on the **Show Next Row** arrow icon to move to the next page of items.
4. Click on the **Launch** (blue arrow) button next to its name
5. Click on the **Launch** (or **Re-Launch**) button.

C. Searching for and Viewing Books/Videos Using the eBook and Video Portal

1. Launch the **EKB and Skillsoft eBook and Video Portal** item in SLMS (as detailed in section B).

- The **eBooks and Videos Portal Library** home page will come up.

The screenshot shows the MySkillSource website interface. At the top left is the MySkillSource logo. To its right are links for 'My Profile | Help | Log Out', a 'Select' dropdown menu, and a search bar. Below the logo is a 'Quick Links' section with 'View Learning Plan' and a 'Recently Viewed' section with 'Browse The Library' and 'Home'. On the left side, there is a user profile for 'Eileen Easterly' with a 'My Profile' link. The main content area features a group of people sitting at a table with laptops. Below this is a 'Welcome EKB Learners!' message followed by a paragraph of text: 'Whether you're trying to answer a question, learn a new skill, or develop professionally, you can quickly locate learning that matches your needs. Start by browsing the Library or using the Search Engine to find resources. View the Learning Plan page for assigned courses.' Below this text is a 'Recommended for You' section with a book cover for 'Microsoft Access Programming Pocket Primer'.

- Click on **Browse The Library** link.
- Select the topic category you are interested in; and if you wish, narrow down your search by clicking on a sub-category on the left.
- A list of featured books/videos will appear at the top of the page, and newly released books/videos will appear below that. If you are interested in one of these, click on the icon or choose **Launch**. If you would like to search for a book/video, go to step 6.

The screenshot shows the MySkillSource website interface. At the top, there is a search bar and navigation links for 'My Profile', 'Help', and 'Log Out'. Below this, there are sections for 'Quick Links' (View Learning Plan) and 'Recently Viewed' (Browse The Library, Home). The main content area is titled 'Business Skills Customer Service' and features a 'Featured' section with three book covers: 'The Power of Understanding People' by Dave Mitchell, 'Be Your Customer's Hero' by Alan Ripstein, and '7 Tenets of Taxi Terry' by Scott McKisic. Below this is a 'New Releases - Books' section, which highlights the book '501 Ways to Roll out The Red Carpet for Your Customers: Easy-To-Implement Ideas to Inspire Loyalty, Get New Customers, And Leave a Lasting Impression' by Donna Cutting. The book details include the publisher 'Career Press © 2016', the ISBN '9781632650238', and the page count '256 Pages'. There are buttons for 'Details', 'Launch', and 'More Actions' for this book.

6. To search for a book by key word/phrase, type in your word(s) in the **Search** box at the top of the screen and click the magnifying glass icon.
7. Once you've located a book/video you wish to view, click on its icon or title or **Launch** to open it.
8. Either click the **Play** button to start a video, or click on the desired item in the **Table of Contents** to begin reading a book.
9. When you are done viewing the video or book, close the viewing window.

http://viewer.books24x7... How To Deal With Difficult ...

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HOW TO DEAL WITH DIFFICULT PEOPLE

How To Deal With Difficult People: Smart Tactics for Overcoming the Problem People in Your Life
by Gill Hasson Capstone Publishing © 2015
Book: 208 pages

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D. Exit EKB and Skillsoft eBook and Video Portal

1. Click on **Logout** at the top right of the screen to exit the **eBooks and Video Portal Library**. (You may need to close one or more other windows to return to SLMS).