“Quiero ayudar. Hablo un poquito.”

An Incentivized Staff Spanish Program

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The Problem:

Not enough of our staff could speak Spanish. We were not serving an important part of our population.
The Objective:

Encourage 25% of staff to acquire basic library conversational Spanish by December 2017.

Provo City Library 2015-2019 Strategic Plan (Objective 1.8)
The Plan:

Create an incentivized program to teach both basic Spanish and library vocabulary.
Obstacles:

- Lack of staff fluent enough in Spanish to instruct others.
- No staff time for actual Spanish Language classes.
- Limited funding for the project.
- No idea how to go about creating the kind of program we wanted. (Basically, we couldn’t find anything we could “borrow” from someone else.)
A Few Disclaimers:

- It’s still a work in progress (we are on version 3).
- As the creator and implementer, I do not speak Spanish.
- This is not a program to create Spanish language fluency.
- I believe any size library or organization could adjust and use the program.
Key Parts of our Program:

- Incentives
- DuoLingo
- Lessons
- Worksheets
- Group Meetings
Incentives:

- Extra push to set a goal
- Our Incentive: $100 at program completion
  - 50 hours of work (at the least)
  - $2 an hour
- Midway prizes and celebrations
- Monitoring and encouragement
DuoLingo:

- 2 lessons a day (20 points)
  - 5 minutes per lesson
- Strengths:
  - Everyone learns at their level and speed
  - Basic language skills covered
  - Free
  - Classroom tracking functions
  - Tiny Cards - For our vocabulary
- Weaknesses:
  - Not the most effective language learning tool
DuoLingo:
DuoLingo:

Which apples?

Translate what he said:
- cómo
- quién
- quiénes
- manzanas
- Cuáles

You are correct:
- Cuáles
- manzanas

CHECK

CONTINUE
DuoLingo - Tiny Cards:

- I understand
- account

Enter the answer

- TURN OFF TYPING
- I DON'T KNOW
DuoLingo:

- Reporting:
  - Weekly Assignments
    - Emailed weekly report
  - Other Markers
    - Streaks
    - Total points earned
Lessons:

- 13 lessons
  - Library vocabulary
  - Created by retired librarian
- Includes:
  - Encouragement
  - Examples
  - Suggestions
  - Vocabulary
  - Context
Library Spanish

Lesson 8

Computer problems
There is no substitute for speaking

Your brain is storing those Spanish words and phrases that you know somewhere....but access time can be slow. Hearing words and then having your brain understand them takes time. And still more time is needed as your brain understands and accesses words to form answers. Then the words still have to get to your mouth and be spoken. Like a musician or an athlete there is simply no way to improve unless you practice - speak, speak, speak.
Goal

Be able to help patrons with basic computer problems such as:

- Internet passport
- Where are available computers.
- I have a card but I can’t log in.
- Expired card.
- Forgotten PIN.
- Card left at home.

Hopefully, you can use the words we’ve been learning to handle other situations, too. The key is speak, speak, speak. Make mistakes and keep trying.
Patron wants to use the computer

Patron:  ¡Hola! Quiero usar una computadora.

English:  Hello! I want to use a computer.
Librarian asks about card

Librarian: ¿Tiene la tarjeta de Biblioteca? Con la tarjeta Ud. tiene dos horas de acceso a la internet cada día sin costo.

English: Do you have a library card? With the card you have two hours of internet access every day without cost.
Patron: No, yo vivo en Spanish Fork.

English: No, I live in Spanish Fork.
If you are working at Circ you may have to point toward the Reference Desk

Librarian: Ud. puede obtener una tarjeta temporaria para internet en cualquier Reference Desk. Cada tarjeta cuesta un dolar ($1.00).

English: You can get a temporary internet card at any Reference Desk. Each card costs $1.00
If you are at the Ref Desk you can get one out to show the patron

Librarian:  Tengo uno aquí.  Este pasaporte de internet da acceso de dos horas para hoy.

English:    I have one here.  This internet passport gives two hours of access today.
Patron wants to use a credit card to pay

Patron: ¿Puedo pagar con mí tarjeta de crédito?

English: Can I pay with my credit card?
Librarian: Sí, puede pagar con una tarjeta o con efectivo.

English: Yes, you can pay with a card or with cash.
Patron looks for an available computer

Patron: No veo un ordenador disponible.

English: I don’t see an available computer.
Librarian explains first come first served

Librarian: El uso de las computadoras está en un orden del quién llega primero.

English: The use of the computers is in the order of who comes first.
Librarian explains

Librarian: Ud. puede esperar aquí para una computadora. Pero tenemos más computadoras en el segundo piso. (El primer piso if you are on the second floor)

English: You can wait here for a computer. But we have more computers on the second floor.
Librarian explains location of more computers

Librarian: También hay computadoras para niños en el departamento de niños.

English: Also, there are computers for children in the Children’s Department.
Let’s help a patron whose card isn’t working because of an overdue book.

Patron: No puedo entrar en internet.

English: I can’t use the internet.
Or the patron might say:

Patron:   Mí tarjeta no trabaja.

English:  My card doesn’t work.
Librarian asks:

Librarian: ¿Puedo ver su tarjeta? ¿Recuerda su PIN?

English: Can I see your card? Do you remember your PIN?
Patron:

Sí, yo recuerdo mi PIN.

English: Yes, I remember my PIN.
Patron has an book overdue more than 10 days

Librarian: Hay un libro vencido en su cuenta. La fecha de vencimiento fue hace seis semanas.

English: There is an overdue book on your account. The due date was due six weeks ago. (Librarian might turn the monitor to show the patron the problem on the account)
Patron forgot to return book

Patron:  
Se me olvidó devolver el libro. Tengo el libro en casa.

English:  
I forgot to return the book. I have the book at home.
Librarian: Su tarjeta está bloqueada. Necesita devolver o renovar el libro.

English: Your card is blocked. You must return or renew the book.
If the patron has a card that has expired

Librarian: Su tarjeta de biblioteca expiró. Yo puedo renovar su cuenta. Necesito verificar su dirección y número de teléfono.

English: Your library card expired. I can renew your account. I need to verify your address and telephone number.
To avoid needing to understand a lot of numbers the librarian can ask the patron to write their information down.

Librarian: Por favor, escribe su dirección y número de teléfono aquí.

English: Please, write your address and phone number here. (Librarian can offer a pencil and paper for ease in communicating street addresses and numbers.)
If the patron doesn’t remember their PIN

Patron: No puedo entrar en internet porque no recuerdo mí PIN.

English: I can’t get on the internet because I don’t remember my PIN.
Librarian: Puedo buscar su PIN pero necesito su número de tarjeta y su identificación.

English: I can look up your PIN but I need your card number and your identification.
Patron doesn’t have their library card with them

Patron: Quiero usar la computadora pero se me olvidó mí tarjeta en casa.

English: I want to use the computer but I forgot my card at home.
Librarian asks for ID

Librarian: Puedo buscar su número de tarjeta pero necesito ver su identificación.

English: I can look up your card number but I need to see your identification.
Lessons:

**Vocabulary List**

- temporaria  
- cualquier/cualquiera  
- cuesta  
- pasaporte  
- da  
- pagar  
- credito  
- Efectivo  
- con  
- veo  
- quien  
- llega  
- primero/primer  
- esperar  

- pero  
- niño  
- niñas  
- departamento  
- entrar  
- fue  
- hace  
- en casa  
- bloqueada  
- hasta  
- hasta que  
- expiró  
- porque  
- seis  

- but  
- child  
- children  
- department  
- to enter  
- was - past tense of verb ser - to be  
- ago  
- at home  
- blocked  
- until  
- until  
- expired  
- because  
- six
Worksheets:

Spanish Lesson 2

Nombre: ______________________

Cliente: afirma que quiere una computadora.

Bibliotecario: ______________________

Cliente: No, vivo en Lehi.

Bibliotecario: ______________________

Cliente: ¿Puedo pagar con mi tarjeta de crédito?

Bibliotecario: ______________________

Cliente: Mi tarjeta no funciona.

Bibliotecario: (Tell the patron their card is expired and how to renew it)

Cliente: Necesito usar la computadora, pero me dijiste que no puedo.

Bibliotecario: ______________________

Vocabulario:

Tarjeta: ______________________

En el centro: ______________________

Pagar: ______________________

Disponible: ______________________
Group Meetings:

- 15 Minute Lessons
- Practice speaking with others
- Review vocabulary
- Encourage each other
- Discuss experiences
- Share tips
Group Meetings:

- Version 1:
  - Spanish speaking group leader
  - Difficulties
    - Inconsistencies
    - Group leaders quit
    - Difficulty with monitoring and expectation enforcement
Group Meetings:

Version 2:
- Single leader for all groups
- Focused more on vocabulary using games and activities
Group Meetings:

Version 2:

Types of games:
- Matching memory game
- Taboo
- Jenga
- Charades
- Kahoo Quiz
  - Kahoot.it
  - PIN : 6096626
Group Meetings:

Version 2:

Benefits
- Much easier to track
- Consistency
- It was fun

Difficulties
- Staff wanted more time spent practicing speaking Spanish
Group Meetings:

- Version 3:
  - Practice Speaking

**Lesson 3**
**Practice Scripts**

**Patron Inquiries:**

**Patron:** La solicitud está lista y tengo mi identificación. Mi dirección está en mi identificación.

**Librarian:** Lo siento, pero necesita dos documentos: un documento con foto y un documento sin foto.

**Librarian:** El documento sin una foto puede ser un recibo con su nombre y dirección.

**Librarian:** El documento sin una foto puede ser su registro de coche con su nombre y dirección o una carta que Ud. recibió en el correo.

**Patron:** Entiendo. Tengo la aplicación y aquí está mi identificación y una carta con mi dirección.

**Librarian:** ¡Muy bueno! Podemos ir a la Circulation Help Desk para obtener su tarjeta y abrir su cuenta de biblioteca.

**Discussion Questions:**

- What would you say if you started an interaction and get lost?
  - (No entiendo. Momentito, busco ayuda.)

- What are the most important words to know to assist with this process?

- What words would be helpful to describe why a patron should get a library card?
Group Meetings:

- Version 4:
  - Hybrid
    - 2 meetings per lesson
      - Vocabulary Games
      - Practice Speaking
Results:

- Comfort helping Spanish speaking patrons (1-100)
  - Before the program - average 16.7
  - After the program - 52
Student’s Perspective:

- Joella completed first two programs
Questions