

# “Quiero ayudar. Hablo un poquito.”

An Incentivized Staff Spanish Program

Presented by: Carla Z. Gordon, Provo City Library  
Joella Peterson, Provo City Library

# 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:

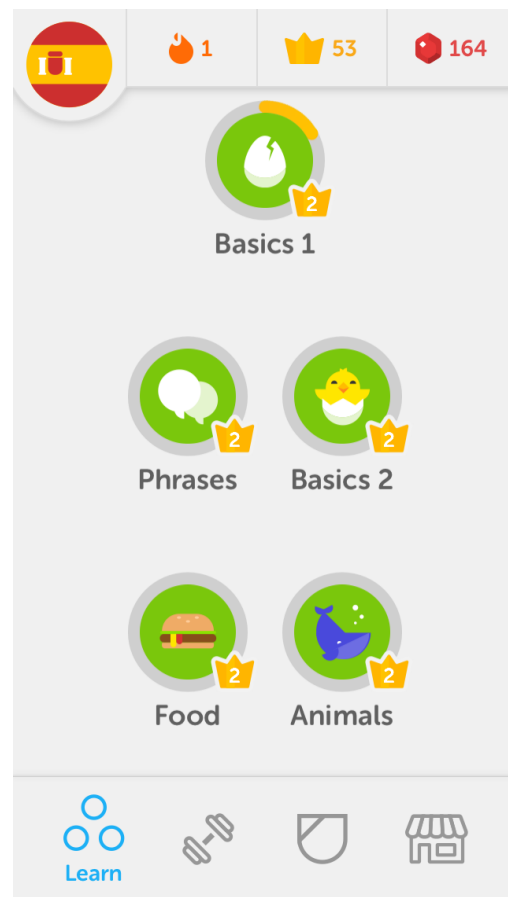
- ▶ Extra push to set a goal
- ▶ Our Incentive: \$100 at program completion
  - ▶ 50 hours of work (at the least)
  - ▶ \$2 an hour
- ▶ Midway prizes and celebrations
- ▶ Monitoring and encouragement



# 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:



# DuoLingo - Tiny Cards:

×

understand

Enter the answer

TURN OFF TYPING I DON'T KNOW

×

account

Enter the answer

TURN OFF TYPING I DON'T KNOW

# DuoLingo:

The screenshot shows the DuoLingo classroom management interface for a class named "PCL Spring 2018". The top navigation bar includes "My classrooms", "GO PRO", and a progress indicator "Get your certificate! 100%". The left sidebar contains navigation options: "Students", "Assignments", "Spanish curriculum", "Class activities", and "Classroom settings". The main content area is titled "Class Assignments" for 16 students and features a "New assignment" button. It displays a table of active assignments with columns for "Active assignments", "Start on", and "Due on".

Active assignments	Start on	Due on	✓	🕒	✕
<b>100 XP goal</b> 10 mins/day x 5 days	May 8, 2018 10:44 AM	May 13, 2018 12:00 AM	-	-	-
<b>100 XP goal</b> 10 mins/day x 5 days	Apr 30, 2018 12:00 AM	May 7, 2018 12:00 AM	12	0	3

The bottom of the interface contains a footer with links for "About", "Educator Certification", "Duolingo English Test", "Mobile", "Gear", "Help", "Guidelines", "Jobs", "Terms", "Privacy", and "Duolingo.com", along with social media icons for Twitter and Facebook.

# 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.

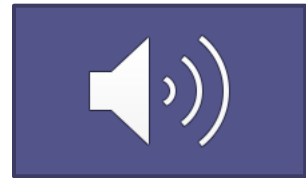
Hopefully, you can use the words we've been learning to handle other situations, too. The key is speak, speak, speak. Make mistakes and keep trying.



# Patron wants to use the computer

Patron: ¡Hola! Quiero usar una computadora.

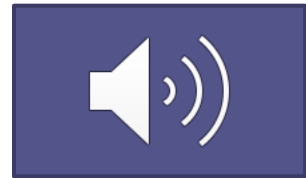
English: Hello! I want to use a computer.



## 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 does not have a card

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 explains payment

**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.

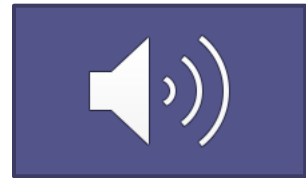
English: I don't see an available computer.



# 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)

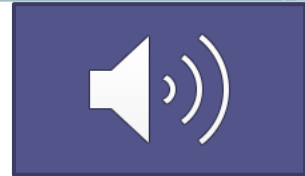
**English:** You can wait here for a computer. But we have more computers on the second floor.



## 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

Patron: *Sí, yo recuerdo mi PIN.*

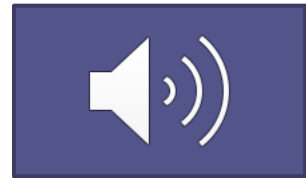
English: *Yes, I remember my PIN.*



## 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 explains block

**Librarian:** Su tarjeta está bloqueada. Necesita devolver o renovar el libro.

**English:** Your card is blocked. You must return or renew the book.

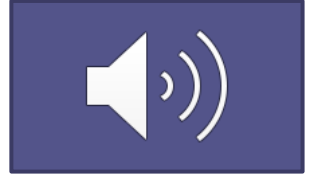


## If the patron has a card that has expired

**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 asks for card # and ID



**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 temporary
- ▶ cualquier/cualquiera whichever/whatever/any
- ▶ cuesta costs
- ▶ pasaporte passport
- ▶ da gives
- ▶ pagar to pay
- ▶ credito credit
- ▶ Efectivo cash
- ▶ con with
- ▶ veo I see (verb ver - to see)
- ▶ quien who
- ▶ llega comes (verb llegar - to arrive)
- ▶ primero/primer first
- ▶ esperar to wait

- ▶ pero but
- ▶ niño child
- ▶ niños children
- ▶ departamento department
- ▶ entrar to enter
- ▶ fue was - past tense of verb ser - to be
- ▶ hace ago
- ▶ en casa at home
- ▶ bloqueada blocked
- ▶ hasta until
- ▶ hasta que until
- ▶ expiró expired
- ▶ porque because
- ▶ seis six

# Worksheets:

Spanish Lesson 8 Nombre \_\_\_\_\_

Responde al cliente en español.

Cliente: ¡Hola! Quiero usar una computadora.

Bibliotecario:

\_\_\_\_\_

Cliente: No, vivo en Lehi.

Bibliotecario:

\_\_\_\_\_

Cliente: ¿Puedo pagar con mi tarjeta de crédito?

Bibliotecario:

\_\_\_\_\_

\_\_\_\_\_

Cliente: Mi tarjeta no trabaja.

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Cliente: Necesito usar la computadora, pero se me olvidó mi tarjeta en casa.

Bibliotecario:

\_\_\_\_\_

Vocabulario:

Tarjeta \_\_\_\_\_

Segundo piso \_\_\_\_\_

Se me olvidó \_\_\_\_\_

Esperar \_\_\_\_\_

Pagar \_\_\_\_\_

Temporaria \_\_\_\_\_

Efectivo \_\_\_\_\_

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 the 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