We Speak Your Language
Serving our community with Language, Culture, & Inclusiveness

Presented by:
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Creando Enlaces Conference
Tijuana, B.C., Mexico
Learning Objectives

This presentation will discuss:

- the history, mission, and goals of WSYL services
- the communities Multnomah County Library serves
- why these services are so important
- ways staff engage and connect with patrons
- examples of programs, events, and outreach

We want to share with you why MCL does this work and why you should too!
We Speak Your Language
Award Winning Services to Immigrants
After English, the most spoken languages in our county are:

- Spanish (8.3%)
- Vietnamese (2.0%)
- Chinese (1.5%)
- Russian (1.4%)
- African Languages (.8%)

(.2%) of all County residents are Somali
In 1999 we had

1 Spanish speaking Bilingual employee
Today 78 Bilingual staff, speaking 5 languages
- Chinese (Cantonese & Mandarin), Russian, Somali, Spanish, and Vietnamese -
and 7 African American Culture staff
work in 14 locations throughout our system
We Speak Your Language Mission

Multnomah County Library connects immigrant communities to the information and resources they need to be successful in the United States. We engage people of all ages and cultural backgrounds with free opportunities and friendly guidance to help them learn English, build job and technology skills, prepare for citizenship, and attain educational goals.
Examples of Programs and Services

• Access Services Assistants, Clerks, Library Assistants, Outreach Specialists and Librarians
• Books, CDs, DVDs, magazines, and newspapers
• Digital materials
• Library card registration forms and informational brochures
• Storytimes in 6 languages
• Outreach to schools, day-cares, clinics, senior centers, and community events
Serving the African American Community

Black Storytime

Good in the Hood 2015
Award-winning Multilingual Web Site

[Image of a library website interface in multiple languages]
Interpretive Services

Language Line
http://www.languageline.com/

IRCO
Immigrant and Refugee Community Organization - International Language Bank
https://irco.org/ilb/
# Greetings In Somali

<table>
<thead>
<tr>
<th>Somali Expression</th>
<th>English Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaam</td>
<td>Peace</td>
</tr>
<tr>
<td>Salama Aleikum</td>
<td>Peace be with you</td>
</tr>
<tr>
<td>See Tahay?</td>
<td>How are you?</td>
</tr>
<tr>
<td>Magaca?</td>
<td>What is your name?</td>
</tr>
<tr>
<td>Barasha wanaagsan</td>
<td>Nice to meet you</td>
</tr>
<tr>
<td>Subax wanaagsan</td>
<td>Good morning</td>
</tr>
<tr>
<td>Galab wanaagsan</td>
<td>Good afternoon</td>
</tr>
</tbody>
</table>
Practical Tips To Library Staff

• Be inviting, and welcoming as we already are
• Smile! It’s the universal gesture of hospitality
• Offer to help as coming to the desk can be intimidating for those that may have language barriers
• Become informed about local organizations that have already been put in place to support the Somali community
• Be aware that some Somali families are on fixed incomes when assisting them with outstanding fees
• Should you encounter language barriers, get an interpreter on the phone as soon as you can
• Make the best use of time by establishing mutual understanding
Common Reference Questions

• “Where Can I find English Learning DVDs?”

• “Where Can I find DVD’s of people having basic conversations in English?”

• “I want to learn how to use the computer. Are there computer classes?”

• “Is there a Somali English dictionary?”

• “How do I find books?”

• “My Kids are doing project so and so, how do we find books related to said subjects?”

• “Where can I find help on housing, and electricity bills?”
Useful Library Material

- Living Languages: English for the Real World
- Living Languages: English for New Americans
- Learning to Speak English
- Mango: Online source
- Somali-English dictionaries
- Children’s books in Somali
Somali Family Time
Earn-a-Computer Pilot

Our Digital inclusion Fellow Charly Eaton did a survey around the community and discovered that:

- 81% said the Internet was important to them
- 100% said they would need help using the Internet
- 81% disagreed that the Internet was affordable*
- 45% agreed that they can only access the Internet at home
How the program worked

Student’s had to register for 3 classes equaling 8 hours of study time.

Curriculum was developed in English and Somali, covering:

1. Introduction to the Computer
2. Getting Started with the World Wide Web
3. Getting Started with Email
4. Getting Started with your Free Geek Computer
FREE GEEK is a non profit organization dedicated to digital equity

They provided our program with 11 home computers with a 1 year support warranty.

FREE GEEK instructors came to our program and gave two hours of instruction time on how to use the new desktops so students could continue learning at home.

How to get in touch with FREE GEEK & explore program ideas for your library:

Address: 1731 SE 10th Ave, Portland OR 97214
Phone: 503-232-9350
Submitted a Curiosity Kick idea for a mobile sewing space with Somali + English class

Every member of the Diverse Audiences committee (a committee charged with community specific programming) approved and supported the idea.

The proposal was selected and is now in the second phase of the selection process where library staff get to vote for which ideas move forward.
## Simple Phrases in Mandarin

<table>
<thead>
<tr>
<th>English</th>
<th>Mandarin</th>
<th>Pinyin</th>
</tr>
</thead>
<tbody>
<tr>
<td>How are you?</td>
<td>你好?</td>
<td>Nǐ hǎo?</td>
</tr>
<tr>
<td>Check out books?</td>
<td>借书吗?</td>
<td>Jiè shū ma?</td>
</tr>
<tr>
<td>Return books?</td>
<td>还书吗?</td>
<td>Huán Shū ma?</td>
</tr>
<tr>
<td>Renew books?</td>
<td>续借吗?</td>
<td>Xù jiè ma?</td>
</tr>
<tr>
<td>Yes!</td>
<td>是!</td>
<td>Shì!</td>
</tr>
<tr>
<td>No!</td>
<td>不是!</td>
<td>Bù shì!</td>
</tr>
<tr>
<td>Thank You!</td>
<td>谢谢！</td>
<td>Xiè xiè!</td>
</tr>
</tbody>
</table>
MCL Programs and Services for Chinese Speaking Patrons

Lunar New Year Celebrations
Mid-Autumn Festival
Taichi Fan Dance Class
Chinese American Benevolent Association Picnic
Tech Help in the Community
## Bilingual Staff Position

<table>
<thead>
<tr>
<th>Bilingual Reference Service</th>
<th>Spanish Collection</th>
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</thead>
<tbody>
<tr>
<td>Spanish Facebook Page</td>
<td></td>
</tr>
<tr>
<td>Programming</td>
<td>WSYL Outreach</td>
</tr>
</tbody>
</table>
Bilingual Reference Services

At the desk

- Reader’s Advisory
- Research/Databases
- BAL/Tech help
Spanish Facebook Library Services

- Outreach tool
- Reference tool

Have a look:

https://www.facebook.com/multcolib.es
Resources for Spanish Speaking Patrons

- MCL website in Spanish (Mango Connect, Tutor.com, Learning Express, Hoopla)
- Spanish collection, periodicals, Zinio for magazines, e-books on Overdrive app
- Spanish Facebook page (pilot program)
- Spanish book Lists
- Technological and Book a Librarian appointments
Resources and Support for Staff

• Cultural awareness among the staff

• Spanish storytime Wiki

• Rescue Reference videos

• We Speak your Language meetings for Information Services in all represented languages where we share information
Youth Programs
Hora de aprender - STEAM storytime

Educational Promotion & More Value
Listos para el kínder
Homework Help

Makerspace
Adult Programs

- **ESL** - partnership with People Places Things (PPT) and Goodwill
- **Intercambio** - Languages exchange
- **Book Clubs** - Rincón de lectura - Tertulia literaria
- **Spanish Technology Help** - Tech coordinator - classes, 101 appointments, and staff through BAL service.
Tech Help
Family Programs

Knitting

Manualidades

Lotería (Bingo)
El Programa Hispano Católico - Elders Group
Systemwide programs

Día de los niños y Dia de los Libros
Community Outreach
(2 miles radius of each library)
Summer Reading Outreach

● Apartments (crafts, storytimes, mentoring teens)

● Migrant Schools (Summer Reading Game, storytimes)

● Free summer lunch sites

● Community Fairs
A “Knowledge, Skills and Ability” requirement
Who We Are Now

MCL staff trend: Language KSA & African-American Culture positions have more than tripled

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Staff Count</th>
</tr>
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<tbody>
<tr>
<td>FY2005</td>
<td>25</td>
</tr>
<tr>
<td>FY2006</td>
<td>29</td>
</tr>
<tr>
<td>FY2007</td>
<td>34</td>
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<tr>
<td>FY2008</td>
<td>48</td>
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<td>FY2009</td>
<td>50</td>
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<td>FY2010</td>
<td>53</td>
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<tr>
<td>FY2011</td>
<td>60</td>
</tr>
<tr>
<td>FY2012</td>
<td>61</td>
</tr>
<tr>
<td>FY2013</td>
<td>63</td>
</tr>
<tr>
<td>FY2014</td>
<td>80</td>
</tr>
<tr>
<td>FY2015</td>
<td>79</td>
</tr>
<tr>
<td>FY2016</td>
<td>85</td>
</tr>
</tbody>
</table>
We Speak Your Language Collections at the Midland Library

All along one wall, for almost the whole length of the building!
Multilingual Website
Questions?
Resources

- Pew Research Center’s report: The Next America
  http://www.pewresearch.org/next-america/
- Book: The Next America: Boomers, Millennials, and the Looming Generational Showdown by Paul Taylor

Telephone Interpretive services:
- Language Line: http://www.languageline.com/
- IRCO Immigrant and Refugee Community Organization - International Language Bank: https://irco.org/ilb/

Multnomah County Library MyMCL translated pages:
- Spanish https://multcolib.org/es
- Vietnamese https://multcolib.org/vi
- Russian https://multcolib.org/ru
- Chinese https://multcolib.org/zh-hans
• MyMCL **Featured Languages** booklists:
  https://multcolib.bibliocommons.com/explore/featured_lists/languages

• Multnomah County Library **YouTube videos**
  https://www.youtube.com/user/multcolib/playlists

• Multnomah County Library **Metro East Community Media videos** about the library in Spanish
  https://www.youtube.com/playlist?list=PLvlKw8nBoJnz9wQekuB4DUiEHsMTINq9H

• Multnomah County Library **Bilingual Storytime Wiki**:
  http://mclbilingualstorytime.pbworks.com/w/page/11631841/FrontPage

• Multnomah County Library **Every Child Posters and Rhyme Books** in multiple languages
• **Article: Black Storytime** Flourishing at Multnomah County Library (Lisa G. Kropp)  
  [http://www.slj.com/2015/01/diversity/black-storytime-flourishing-at-multnomah-or-county-library/](http://www.slj.com/2015/01/diversity/black-storytime-flourishing-at-multnomah-or-county-library/)

• **We Need Diverse Books** [http://weneeddiversebooks.org/](http://weneeddiversebooks.org/)

• **Census Bureau** American Community Survey data:  

• **LSTA** Library Services and Technology Act grants:  
  [http://www.oregon.gov/osl/LD/Pages/lsta.aspx](http://www.oregon.gov/osl/LD/Pages/lsta.aspx)

• **Reforma** The National Association to Promote Library and Information Services to Latinos and the Spanish Speaking:  

• American Library Association **Ethnic & Multicultural Information Exchange Round Table (EMIERT)** Resources and Bibliographies  
  [http://www.ala.org/emiert/usefullinks/links](http://www.ala.org/emiert/usefullinks/links)
Thank You!

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