

Bilingual Reference Services- Spanish

At the desk: I do reader's advisory by finding books using our catalog, book lists; I use Novelist plus as a resource in doing readers advisory, I use books/series read alike or authors read alike most often. Goodreads is another very helpful quick tool that I use to find the order of books in a series.

I help with finding resources by using the databases we are subscribed to such as Mango Connect (for learning English), Lynda.com (professional development courses), Live Homework Help from Tutor.com (homework, GED help, etc) Gale Virtual Reference Library (GVRL) (also helpful for homework assignments), Learning Express library (Practice tests, study for GED, citizenship, and more).

One on one tech/computer help with our Book a Librarian and I have created a Spanish only Tech Help program on Friday morning that has been very successful.

Behind the scenes: I act as a back up reference staff, so I get called to search for books or when patrons are looking for more complex help, such as their ebook apps, mobile device questions or help at our public computers, I also get called to do the same for English speakers, also answering calls, and doing shelf checks for books or answering questions about events at our location.

In the community: When out on outreach, I help patrons with questions about tech, when they have their devices or I also can bring our reference Ipad and help them navigate our website/Spanish facebook page, learn how to place holds, sign up for events, download and read books on their devices.

Spanish Facebook Page Editor: I am part of the team that launched the spanish facebook page, this is not a responsibility of all bilingual Spanish library Assistants.

Purpose: Free and easy way to provide services to the Spanish speaking patrons. Delivering library information services, such as reader's advisory, research help, reference, referrals to specific internal (like listo para aprender, la hora, etc) or external services (services that community partners can offer that we don't), promote library programs, and events.

My Role: Generate, collect, schedule posts; monitor, and respond to patron engagement.

<https://www.facebook.com/multcolib.es>

(Show photos- **messages**- tool for reference work/referrals, **post**- asking for patrons to engage, **upcoming and past** Promoting or highlighting programs)

Spanish Collection Management:

Of the 19 library location 11 has spanish collection and Holgate is one of them.

New materials review: I recommend reviewing the new materials that you receive so that you can be aware of them when patrons ask and it has worked well for me when doing reader's advisory so I can have something new to recommend.

Weeding: I use a list to show me what items have not been checked out for a period of time, I usually choose a 12 or 9 months of no circulation. I get these printed for me by the regional librarian or our Access Services Assistants (ASA) We have two computer systems we can use Collection HQ (non circ) and Sierra (low circ). The most simple method is to weed by condition, specially with small collections, just by fanning through the books and removing those not in very good shape. Some of these books that can be used again we send to our Library Outreach Services. In your libraries this can also be useful in case you want to provide services outside the library like outreach to apartments, senior homes, etc. (Laura will talk more about outreach later)

Spanish materials request: When weeding I keep in mind what books are popular or books that I would like for my Spanish storytime collection and in these cases, I request new copies when they are not out of print, etc. Keep in mind that Multnomah County Library is a big library so patrons can always request materials from all other 18 locations in case I remove a book and can't replace it, for smaller libraries this will be different.