

Command Spanish® Program Data Sheet
for
Spanish for Library Staff

Materials Description and Content: *Spanish for Library Staff* (SLS) is published by Command Spanish®, Inc. and consists of an 85 page manual and accompanying audio files. In addition to a special section devoted to pronunciation, SLS contains the following work-specific language sections: Greetings and Goodbyes; Etiquette and Social Niceties; Giving Traffic Directions in the Library; Communication Strategies; Library Behavior Management; Library Hours of Operation; Numbers; Applying for a Library Card; Accessing Library from Home; Check Out Process and Policies; Interlibrary Loan; Renewing a Library Card; Assistance; Accessing the Online Library Catalog; Library Fines and Books Outstanding; Using Computers; Using the Internet and E-mail Accounts; Using Library Equipment; and Library Security. SLS also contains the following appendices: The Curious Case of Two Last Names; Dates; Telling Time; Glossary; Places in the Library; Computer Terms Glossary; Relationships; Signs for the Library; Spanish Alphabet; Using Call Numbers; Selected Dewey Decimal System in Spanish; Documents; Money Matters; Holidays; and Other Library Related Documents.

Program Description: This is a comprehensive Spanish language program that provides immediate access to functional language skills for non-Spanish-speaking library staff who have a need to communicate with Spanish-speaking library patrons. The language component utilizes phonetic encoding to address the most important Spanish commands, questions, and phrases pertinent to daily interactions. **No prior knowledge of Spanish necessary.**

Goal: To provide non-Spanish-speaking library staff with specific Spanish language skills so that they will be able to better assist their Spanish-speaking patrons by using routine commands and questions about various processes and policies within the library.

Objectives: Upon completion, participants will be able to use Spanish to: give directions and assistance to patrons; issue and renew library cards; provide assistance to Spanish-speakers in order to use the computers, access the library from home, operate the online library catalog, utilize the Internet and e-mail, and use the library equipment; and explain the check out process, issues regarding overdue books, and fines.

Intended Audience: This is intended for non-Spanish-speaking library staff who may come into contact with Spanish-speaking library patrons.

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