



DO YOU SPEAK ENGLISH?

ENGLISCH FÜR BIBLIOTHEKSFÜHRUNGEN

Workshop

PROGRAMM

-  Vorstellungsrunde
-  Cultural Skills
-  Didaktik
-  Library Tour
-  Datenbank / Katalogrecherche
-  Phone Calls / Do's and Dont's (exercises)

VORSTELLUNGSRUNDE (PERSÖNLICHE VORSTELLUNG)



Hello, my name is Katrin Lück, I'm pleased to meet you.

I work at the library of the Europa-Institut at the University of Saarland. I'm the head librarian, and responsible for the library. Since 1972 the library has been one of 30 European Documentation Centers in Germany.

I have been running this special library for almost 15 years, and since then I have been faced with the challenge of explaining our library and its successful use to English-speaking students from all over the world, because I am responsible for the information literacy.

It is also important to note here that communication takes place in a language that is rarely the native language of the communication partners.

VORSTELLUNGSRUNDE (BEGRÜßUNG DER STUDIERENDEN IN EINER VERANSTALTUNG)



Good Morning everybody. I'd like to welcome you to the Europa-Institute.

My name is Katrin Lück, and I am delighted to be the Head of the library of the Europa-Institute.

I highly recommend the use of our library; we offer excellent research opportunities and look forward to aiding your studies.

Our well-resourced library is multifaceted providing an opportunity for like-minded people to meet as well as quiet spaces for revision.

I look forward to seeing you all regularly in the library and especially for your library tour on the 17th of October.

VORSTELLUNGSRUNDE (BEGRÜßUNG VON GÄSTEN, KOLLEGEN)



Good Morning! And welcome to the library of the Europa-Institut and the European Documentation Center Saarland.

I'm pleased to meet you!

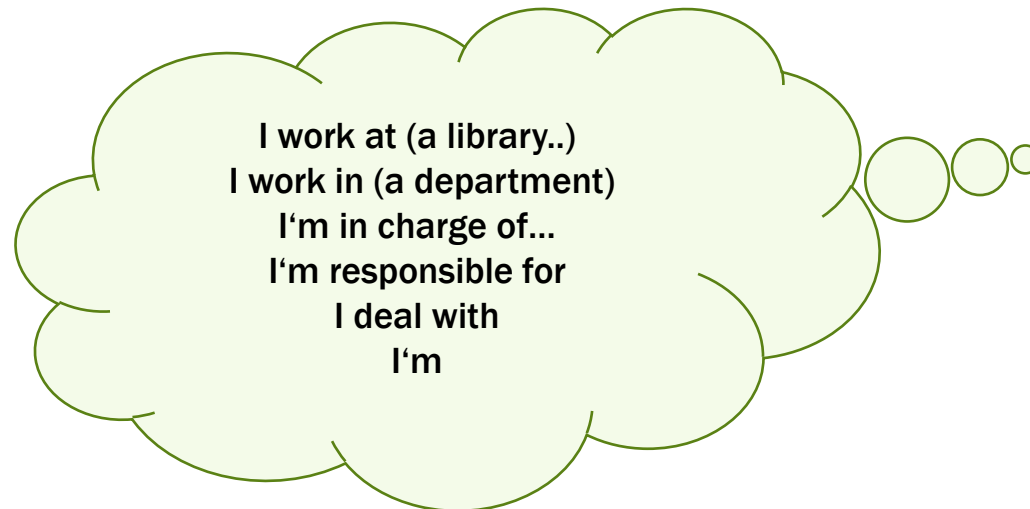
My name is Katrin Lück, and I am delighted to be the Head of the library of the Europa-Institute.

The Library has existed since the institute was founded in 1951. Since 1972 the library has been part of the European network of European Documentation Centers.....

NOW IT IS YOUR TURN



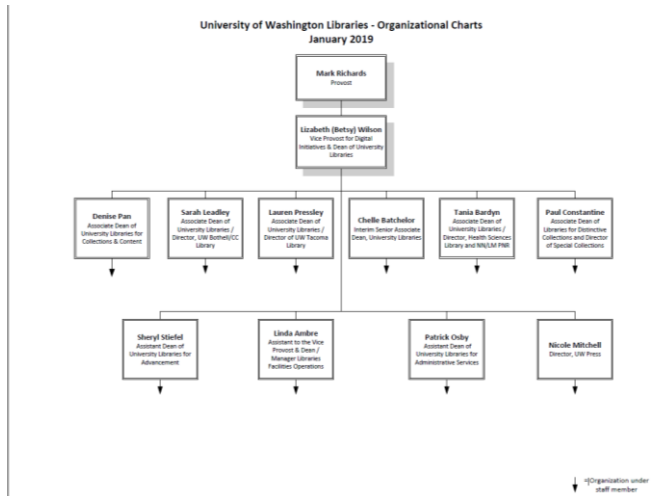
Aufgabe 1: Please introduce yourself to the group



NOW IT IS YOUR TURN

Hilfsmittel

Master Libraries



About my library: Berufsbezeichnung / Tätigkeitsbereich / Abteilungen / Bibliothekstypen

Berufsbezeichnungen / Stellenbeschreibung / Job title

Job title	Stellenbeschreibung
Staff, Member of Staff	Personal, Mitarbeiter
Library Page	Magazinverwalter, Bibliotheksmitarbeiter
Technical Library Assistant	Fachangestellte für Medien- und
Library Assistant	Informationswissenschaft,
Associate	Bibliotheksmitarbeiter
Librarian	Dipl. Bibliothekar
Reference Librarian	
Technical Librarian	
Cataloger	
Subject librarian	Fachreferent
Head of Department	Abteilungsleiter
Head of Branch Library	Zweigstellenleiter
Site Librarian	Bibliotheksteiler (Teilbibliothek)
Librarian in Charge	Verantwortlicher Bibliothekar
Personal Assistant	Referentin
Head of Library	Leitung Bibliothek
Library Director / Director / Chief Librarian	Bibliotheksdirektor
Senior Library Director / Principal Librarian	

1 Redewendungen

Arbeitsplatz Bibliothek

Vorstellen

Redewendungen

Englisch

Deutsch

Hello, my name's

Hallo, mein Name ist

Hi I'm

Hallo, ich bin

May/ Can I introduce you to Peter?

Darf ich dich Peter vorstellen?

Let me introduce you to...

Ich möchte Ihnen vorstellen

I'd like you to meet Peter.

Ich möchte dich gern Peter vorstellen.

Didn't we meet at...?

Haben wir uns nicht... getroffen. Sind wir uns nicht ... begegnet.

MAY I INTRODUCE



Bitte stellen Sie in 2 Sätzen eine Person aus der Gruppe vor:



May I introduce
Let me introduce

She / He works in / at...
Is responsible for...
Is in charge of...



CULTURAL SKILLS

DEMOGRAFISCHER WANDEL IN BIBLIOTHEKEN



- Studiengänge sind internationaler und europäischer aufgestellt
- zunehmende Zahl an Gastwissenschaftlern aus dem Ausland
- Studierende kommen aus der ganzen Welt, Tendenz steigend (über 14 % in WS 2019/2020)

Quelle: <https://de.statista.com/statistik/daten/studie/301225/umfrage/auslaendische-studierende-in-deutschland-nach-herkunftslandern>

UNTERSCHIEDE

➤»When asked what they thought were the primary professional responsibilities for Chinese librarians, almost all of them said maintaining books and checking them in and out. Most students seldom or rarely sought assistance from a librarian, and if they did it was mainly for help locating a book.« (Liu & Winnb 2009)



»[...] the Asian tradition of Confucianism advocates open and broad access to knowledge as common heritage [...] Asian students may copy another author's words as a sign of respect [...] imitation is indeed the highest form of flattery [*Schmeichelei, Kompliment*] in some non - Western cultures.« (Amsberry 2009, 32)

UNTERSCHIEDE SERVICE



LIBRARY

Library rules and regulations

Please respect your study environment

- Treat others with dignity, courtesy and respect.
- Always carry your [University ID card](#) as you need it to access the Library and its resources. Don't lend it to anyone.
- Keep your belongings with you at all times. You are responsible for keeping them safe.
- Choose the appropriate [zone](#) for your studies. You will be asked to move or leave if your behaviour disturbs others.
- You may bring cold food and lidded drinks into the Library (except Special Collections) but not hot food. Please dispose of your litter responsibly.
- Use the outdoor shelters if you wish to smoke or vape. You are not allowed to charge e-cigarettes on University premises.

INTERKULTURELLE KOMPETENZ



- Schlüsselqualifikation des 21. Jahrhunderts?

Kulturzentrismus

Befangenheit in der Perspektive und den emotionalen Bindungen der eigenen Kultur.

Kulturzentrismus bewirkt u.a., dass die eigene Kultur „natürlich“ und fremde Kulturen als „befremdlich“ erscheinen.

BRUCHSTELLEN INTERKULTURELLER BEGEGNUNG



- Unterschiede
 - in der Vorstellungen von gut/böse, richtig/falsch, angemessen/unangemessen
 - in der Kommunikation miteinander
 - was den Menschen wichtig ist

- Wie die Anderen mich sehen, weicht davon ab, wie ich mich sehe. Zuschreibungen von Eigenschaften und Merkmalen unterscheiden sich.

ABSTRAKTIONSLEITER



➤ Wahrnehmung und Konstruktion

1. Beobachten
2. Deuten
3. Bewerten
4. Handeln

INTERKULTURELLE BIBLIOTHEKSARBEIT



- <http://www.ifla.org/mcultp>
 - Library Services to Multicultural Populations Section / IFLA
- <https://bibliotheksportal.de/ressourcen/management/zielgruppen/interkulturelle-bibliothek/>
 - Interkulturelle Bibliotheksarbeit von A – Z
- http://ec.europa.eu/deutschland/service/on_spot/ed/index_de.htm
 - Europäische Dokumentationszentren als Ausdruck eines europaweiten multikulturellen Bibliotheksnetzwerks

LITERATUR: VOKABELN



<https://www.ef.de/englisch-hilfen/englische-grammatik/zahlen-im-englischen/>

- Zahlen im Englischen

DeepL Übersetzer - DeepL Translate

- Übersetzungsdienst, multilingual, ganze Passagen, kostenlos online

<http://www.bibliotheks-glossar.de/>

- Zusammengestellt von Birgit Wiegand, **letzter Update 2012**
- 90.000 Begriffe aus dem Bibliothekswesen, englisch - deutsch

<https://web.archive.org/web/20140518141250/https://glossar.ub.uni-kl.de/>

- Glossar zu Begriffen der Informationskompetenz (**seit 31.12.2016 nur noch unvollständig verfügbar**)
- englisch - deutsch
- Urheber: Technische Universität Kaiserslautern

<http://www.ub.ruhr-uni-bochum.de/Internet-tips/Kompendium-Vokabularium.html>

- Urheber: Ruhr-Universität Bochum
- englisch - deutsch
- Vokabeln Erwerbung

<http://www.ub.ruhr-uni-bochum.de/internet-tips/glossar-auskunft-vokabularium.html>

- Urheber: Ruhr-Universität Bochum
- englisch - deutsch
- Englisch Vokabularium für Auskunft und Benutzung

IATE - Search (europa.eu)

- IATE ("Inter-Active Terminology for Europe") ist die Terminologie-Datenbank der EU. Seit dem Sommer 2004 dient sie den EU-Institutionen und -Einrichtungen zur Sammlung, Verbreitung und Verwaltung EU-spezifischer Terminologie. Als Partner an diesem Projekt beteiligt sind
- multilingual

WÖRTERBÜCHER (PRINT / ONLINE)

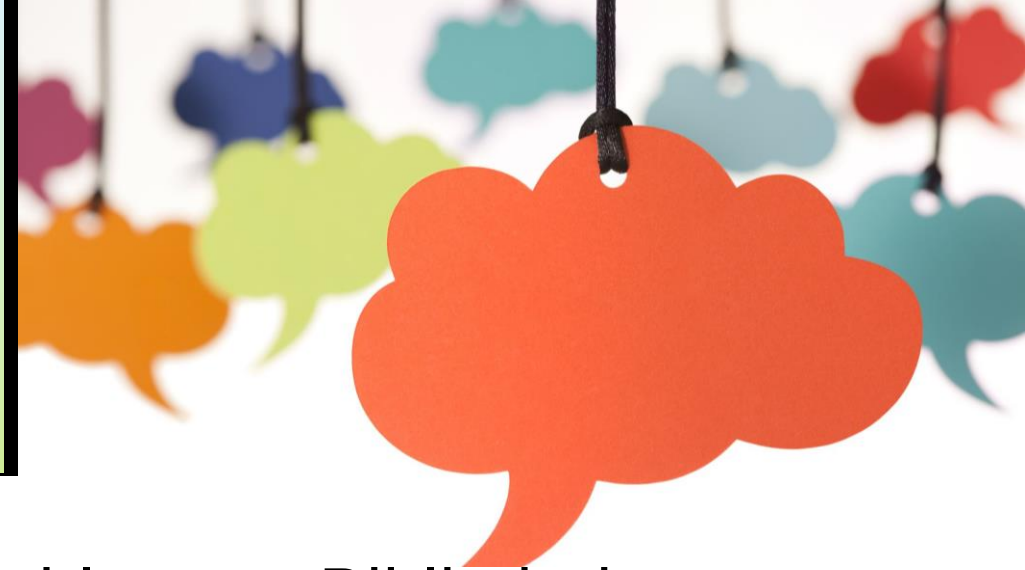


ALA Glossary of Library and Information Science. – 4th ed. – Chicago, 2013 (auch als ebook)

Dictionary of Librarianship / Eberhard Sauppe. – 3. rev. and enl. ed. – München, 2003 (print) 2010 (ebook)

Harrod's librarians' glossary and reference book / comp. by Ray Prytherch. - 10th ed.– Aldershot, 2005 (ebook 2018)

SPRACHFÜHRER



EnglischInternational – für Informationsfachleute – Bibliothekare, Archivare, Buchhändler und andere / Ivan Kanič, – 2. Aufl. - Berlin, 2018

Wie präsentiere ich meine Bibliothek : deutsche Bibliothekare begegnen internationalen Gästen/ von Ivan Kanič, Michael Wells. – Berlin, 2003 (gibt es auch auf französisch von 2007: Comment présenter ma bibliothèque)

WEITERFÜHRENDE LITERATUR



- Reference and Information Services : An Introduction / Kay Ann Cassell... - 4. Aufl. – Chicago, 2018 (ebook)
- Teaching information literacy. – 50 Standards-Based Exercises for College Students / Joanna M. Burkhardt – 2. Aufl. – Chicago, 2010

- Librarian Readiness and Pedagogy / Jeff Liles In: In: Proven Strategies for Building an Information Literacy Program. Hrsg. von S. C. Curzon u. L. D. Lampert. New York: Neal-Schuman Publishers, 2007. S. 113–131
- Bibliotheksdidaktik : Grundlagen zur Förderung von Informationskompetenz / Ulrike Hanke ; Wilfried Sühl-Strohmenger. – 2016



DIDAKTIK

INFORMATION LITERACY



The information literate student:

1. determines the nature and extent of the information needed.
2. accesses needed information effectively and efficiently.
3. evaluates information critically and incorporates selected information into his or her knowledge base and value system.
4. uses information effectively to accomplish a specific purpose.
5. understands many of the economic, legal, and social issues surrounding the use of information and accesses and uses information ethically and legally. VGI. ACRL

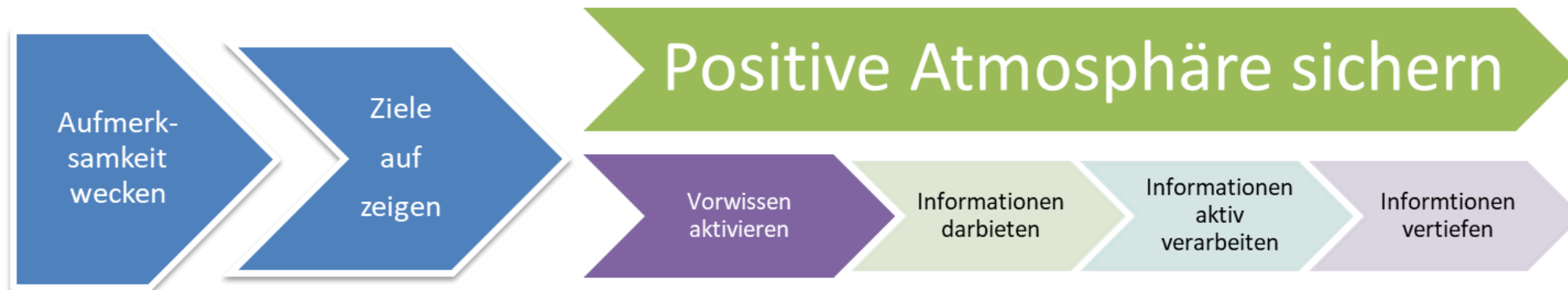
DIDAKTIK

BAUSTEINE FÜR „ENGAGING AND MEANINGFUL LEARNING EXPERIENCES“ NACH LILES

1. Anticipatory set
2. Statement of Intended Learning Outcomes
3. Instructional Input / Modelling
4. Check for understanding
5. Guided practice
6. Independent practice
7. Closing

BAUSTEINE EINES BIBLIOTHEKSDIDAKTISCHEN MODELLS NACH HANKE/SÜHL-STROHMENGER

1. Aufmerksamkeit wecken
2. Ziele und deren Relevanz aufzeigen
3. Positive Atmosphäre aufbauen
4. Vorwissen aktivieren
5. Informationen darbieten
6. Informationen aktiv verarbeiten
7. Informationen vertiefen lassen



AUFMERKSAMKEIT WECKEN



- Relevante Fragen oder Probleme aufwerfen
- Widersprüche oder Überraschendes präsentieren
- Attraktive Fähigkeit demonstrieren, über die die Teilnehmenden nicht verfügen

ZIELE UND DEREN RELEVANZ AUFZEIGEN



- Nennen der Lernziele
- Erläuterung der Relevanz
- Vorstellung des Programms
- Demonstration der Zielkompetenz

POSSITIVE ATMOSPHERE SICHERN



- Bedürfnis nach Autonomie
 - Wahlmöglichkeiten bieten
 - Kompetenz
 - soziale Eingebundenheit der Teilnehmer berücksichtigen
- Gruppenarbeit

VORWISSEN AKTIVIEREN



- Google und Wikipedia explizit im Bildungsangebot thematisieren
-> um auf die Unterschiede und Gemeinsamkeiten der Suchstrategie hinzuweisen
- Möglichkeiten der Aktivierung :
- Brainstorming
- im Vortrag oder in Texten auf das vermutete Vorwissen eingehen

INFORMATION DARBIETEN



➤ Aktiv:

- Vortrag
- Demonstration / Vorführung eines Vorgehens (Modelling)

➤ Passiv:

- mit Hilfe von bereitgestelltem Material erarbeiten sich die Nutzer ihre Informationen selbst

Succes Prinzip von Booth:



Vgl. Booth, Char: Reflective Teaching, Effective Learning : Instructional Literacy for Library Educators. Chicago: Amer Library, 2011. S. 74

INFORMATIONEN AKTIV VERARBEITEN



Zwei Arten von Lernhilfen:

- Prozessorientierte Lernhilfen
 - **Geben Hilfestellung bei der Suche nach der Lösung**
- Produktorientierte Lernhilfen
 - **Finden richtige Lösungen und optimieren gefundene Lösungen**

INFORMATION VERTIEFEN LASSEN



➤ Weiterführende Anwendungen

➤ Wiederholungsstrategien

➤ Folgeveranstaltungen



LIBRARY TOUR

COMMUNICATION SKILLS



Smile

We want to appear
warm, confident
and friendly

Be polite, make
your language
polite!

Show interest in
people.

Formal or
informal??

Less forthright
(geradeheraus),
and more
diplomatic!

- Must, have to, need to (strong)
- might, may, can, should, ought to (media)
- will, could, would (request, bittend)

LIBRARY TOUR



Ziel:

- die Teilnehmende können Medien in der Bibliothek lokalisieren

Detailziele:

- Sie können Medien im Katalog suchen
- Sie können diese Medien auch in der (digitalen) Bibliothek finden
- Sie kennen die Örtlichkeiten
- Sie kennen die Regeln

LIBRARY TOUR

- Wichtig: auch selbstverständliche Dinge erklären
- Synonyme parat haben
- Hintergrund der Besucher beachten, was wollen sie von der Bibliothek

LIBRARY TOUR / USEFULL PHRASES - INTRODUCTION



➤ Introduce yourself

- ❖ Good morning (everybody), welcome to the library.
- ❖ Well, good morning everybody and thank you all for coming
- ❖ Hello, my name is....
- ❖ I'm,
- ❖ I'm so pleased to meet you
- ❖ Are we ready to start
- ❖ Let's go

ABOUT THE TOUR

- The tour will take about half an hour
- We'll be looking at...
- You'll find out how to...
- Today we'll be looking at ...
- I'd like to talk to you about ...
- We're going to look at (three) things:
 - First let's look at...
 - Secondly / Thirdly we'll move on to
 - Then / Next / After that / ...
 - Finally we'll



TRANSITIONS

- Let's now move on to...
- Let's now have a look at...
- This leads us on to ...
- Let's now examine... in more detail
- I'd now like to show you



LET'S MOVE ON

- Let's go on to
- On the way, I'd like to point out the
- Our next stop will be the
- Follow me to
- These stairs lead us to



WHERE IS



Position and direction

- At the front / At the back
- Behind / In front of
- Further on
- In the far corner
- Next to the ...

- Opposite the...
- Over here / over there
- Past the ...
- Straight ahead
- On the next floor (up/down)

POINTING THINGS OUT



- Here you see... / Did you see... / As you can see...
- What you see here is ...
- I'd like to draw your attention to ...
- I'd like to point out...
- If you look to your right / left you will see...
- You'll notice the ...
- Here's an example of...
- Let's start looking at

WHAT IS THIS FOR?

- Here you can...
- You can use ... to ...
- Here you'll find...
- This is where you can



QUESTIONS?

- Are there any questions?
- Please don't hesitate to ask questions.
- Please feel free to ask questions at any time
- I'll glad to answer any questions at the end of the presentation

RHETORICAL QUESTIONS

- How would you deal with this?
- What's the next step?
- What do we mean by...?



AT THE END...

- To re-cap
- Let's just go through the main points again
- Let's recap on that
- Let's summarize

CLOSING..

- That brings us to the end of today's course
- That's all we have time for today
- I'd like to finish by saying...
- That's a good point for the end of our presentation
- Thank you for your attention
- I hope this has been useful

THANK YOU AND GOOD BYE

- We've come to the end of our tour
- Goodbye and enjoy the rest of your day
- I'd like to say goodbye here
- Now would be a good time to apply for a library card!
- Thank you for your time and interest
- Thank you for coming

SURVIVAL STRATEGIES



- The audience looks puzzled

Let me go over that again

- You forgot!

Perhaps I should mention ...

- Vocabulary blackout

I'm sorry, what's the word I'm looking for?

- You are lost

Now, where was I?

- Technical difficulties

Please just bear with me a second.

- No time

So the main point is...

- Tricky question

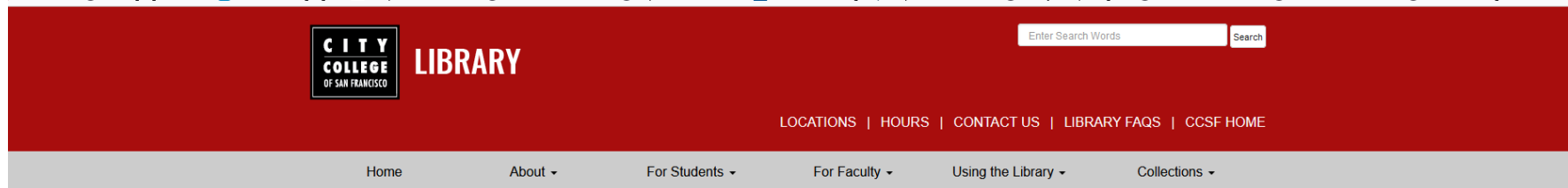
That's a good question. Perhaps we can discuss it afterwards

LOCATIONS

Untergeschoss	basement, lower level
Keller	basement
Erdgeschoss	ground level, first level
1. Stock	first floor,
Seminarbibliothek	faculty library
Universitätsbibliothek	university library
Landesbibliothek	state library
Magazinbibliothek	closed access library
Präsenzbibliothek	reference library



LOCATIONS



Using the Library
Remote Library Services
Technology to Borrow
In Person Access
Borrowing, Renewing, and Returning
Library Cards
Fines
Study Areas
Rosenberg Library Sound Zones
Study Rooms
Accessibility in the Library
Computers
Copying and Printing
Off Campus Access

Rosenberg Library Sound Zones

Welcome to the CCSF Library. Looking for a place to study, work or create? What's your comfort zone? At the Rosenberg Library at the Ocean Campus, the library offers three different sound zones: Silent, Whisper, or Collaboration. Find the zone that fits your needs.

Collaboration Zone

Collaboration Zone | 4th Floor

- Work in groups
- Talk with others
- Work with librarians
- Silence cell phones and use them respectfully

Whisper Zone

Whisper Zone | 5th Floor

- Quiet conversations
- Small group work
- Study groups
- Silence cell phones and use them respectfully

Silent Zone

Silent Zone | 3rd Floor

- Read & research
- Study alone
- Silent projects
- Please no phone conversations here

<https://library.ccsf.edu/use/zones>

NOW IT IS YOUR TURN

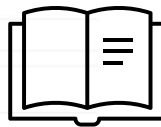
Hilfsmittel:

1 Vokabeln Bibliothekswesen thematisch Deutsch - Englisch

Aufstellung der Bestände	
Ausgabezeiten	delivery time
ausleihbar	borrowable
Bestellschein	call slip order slip request form
Erdgeschoss	Britisches Englisch: ground floor Amerikanisches Englisch: first floor
Europäisches Dokumentationszentrum	European Documentation Centre
Exemplar	copy
Flur	corridor
Formatkennzeichen	size indicator
Freihandaufstellung	open access
Freihandbücher	open shelf books
Freihandmagazin(e)	open stacks
Geschlossene(s) Magazin(e)	closed stacks
Handapparat	reference collection
Lehrbuchsammlung	textbook collection
Magaziner	shelving assistant shelver
Mehrfach- / Zusatzexemplar(e)	multiple copy / copies
Meldung vermisster Bücher	trace request missing item trace request
Notation	classification number
Präsenzbestand	non-lending collection confined materials
Selbstbedienungsbereich	self(-)help area
Semesterapparat	reserve material

- Vokabeln Bibliothekswesen
- Vokabeln A – Z
- Welcome to my library
- Useful Phrases
- Locations

Vokabeln A – Z	
ENGLISCH-DEUTSCH: A BIS Z	
to acquire	erwerben anschaffen
acquisitions department	Erwerbsabteilung
to add	hinzufügen ergänzen
added entry	Nebeneintragung
administration charge	Verwaltungsgebühr
affiliated library	Partnerbibliothek
alternate group key	Alternativ-Gruppe (Alt Gr)
alternate key	Tastatenwechsel (Alt)
ampersand	"et"-Zeichen (&)
to apologize	sich entschuldigen



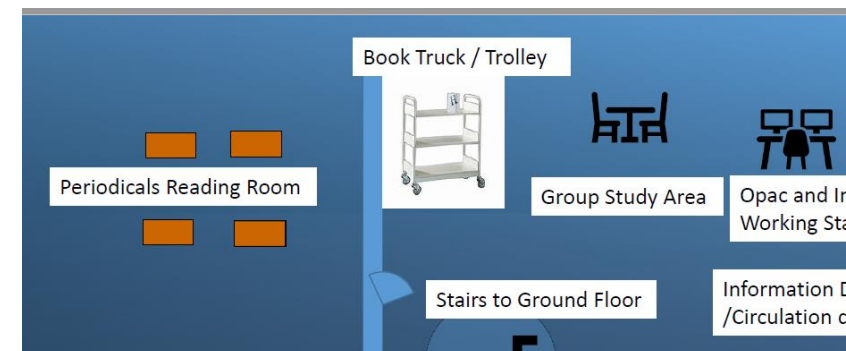
Welcome to my library.

In: Wie präsentiere ich meine Bibliothek? How to present my library? Von Ivan Kanic, Michael Wells. – Berlin, 2003. S. 23 - 29

LIBRARY TOUR / USEFULL PHRASES - INTRODUCTION

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- ❖ Well, good morning everybody and thank you all for coming
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- ❖ I'm so pleased to meet you
- ❖ Are we ready to start
- ❖ Let's go





DATABASE RESEARCH

OPAC



Contains / does not contain	Search	Links to
Records of... Titles and locations for... - Printed books and journals in the Library system - E-books Individual journal articles Individual chapters of books Full texts	Subject heading keyword Entry field Begin / modify / limit / expand your search Filter options Result lists Select tick a box Call number	- Tables of contents - The Electronic Periodicals Library - The inter-library Loan system - Other catalogues

DATABASE



Is a:	Focuses on / indexes / reviews:	Links to:
• Periodicals – bibliographic - full-text – factual database • Subject gateway – virtual library • Subject database	Peer-reviewed journals in the field of... • Academic/scholarly/professional information in the fields of... • Directories of internet resources • The scholarly Deep Web • Digital records in the fields of	Full texts of selected journals • Document delivery services • Your library catalogue • Interlibrary loan

ACTIONS



Access – activate – autocomplete – broaden – browse – cancel –
check – cite – click on – combine – conduct – create – customize
– deactivate – define – deliver – display – edit – enable – enter –
execute – expand – filter – get – highlight – indicate – limit – link
– list – log in – mark – modify – narrow – order – perform –
provide – refine – request – retrieve – return – run – save – scan
– search (for) – select – set – show – sort – submit – suspend –
trigger – truncate - update

OBJECTS AND ATTRIBUTES



Account – alert – autocomplete – available – button – case-sensitive – catalogue – change – citation – click on – create – custom – database – default – document – feature – fields – filter – form – function – highlight – hits – index – item – keyword – limit – link – list – login – match – operation – order – parameter – password – profile – relevance – request – results – records – run – search – search term – session settings – short list – show- sort – sort order – subject – subject heading – tab – topic – update – view – website - wild card

VIELEN DANK



Exercise Phone Call



Exercise Dos and Don'ts