

>> Angela Tveretina: Hello, everyone. Thank you for joining us for this session, where we will be talking about selecting and cataloging for diverse audiences. My name is Angela Tveretina. I'm the Russian materials selector and cataloger for Multnomah County library.

>> Margaret Finnan: Hi. I'm Margaret Finnan. I am the Spanish materials selector and cataloger here at Multnomah County Library.

>> Angela Tveretina: Today we will discuss Multnomah County Library's mission and how it supports the diverse communities that we serve. We'll talk to you about the we speak your language program at Multnomah County library, which opens the doors to all non_English speaking patrons. We'll discuss how we do selections, acquisitions and cataloging for non_English language materials, focusing on Russian and Spanish, and finally, the various ways we connect with our patrons.

The mission of our library is to empower our community to learn and create. And along with our mission, we have five priorities, which you can read on your screen. We'd like to highlight the first priority, which is to reflect and serve a diverse community. This means that we serve every patron with respect and dignity. We offer resources that advance opportunity and equity, and we hire and support talented staff members to reflect the community we serve. Here you see the library's mission and priorities displayed on our Web site in English, Russian and Spanish. This page is also available in Chinese and Vietnamese.

We strive to create an inclusive environment for our patrons in person and online. Before we discuss our approach to working with diverse communities at Multnomah County Library, we'd like to take a quick poll on the language collections and the staff at your libraries. What language collections does your library have? Does your library have bilingual staff positions?

Okay. I see answers coming in. Thank you. I can see that Spanish and Chinese, Russian. Okay. Great. There's a large variety. That's great. And I see that ___ it looks like a majority do not have bilingual staff positions.

Okay. Great. I see a large variety of languages at your libraries. That's awesome. Okay. So we'll move on to discussing the program, the We Speak Your Language program, which connects immigrants. Oh, I'm sorry. Okay. So at Multnomah County Library, we have a program called the "We Speak Your Language" program, which connects immigrants and refugee communities to information and resources that they need to be successful in the U.S. Ten years ago, Multnomah County Library received the LSPA grant, which stands for Library Services and Technology Act. And the grant was to do a needs assessment of the immigrant communities in Multnomah County. Based on the recommendations of this project, Multnomah County Library expanded the Spanish staff and the collection. We also hired Russian, Chinese and Vietnamese staff and created collections for these communities. In 2013, we also added Somali to the We Speak Your Language group to support the growing community.

We have dedicated positions for bilingual staff throughout the library system, in public service and behind the scenes. Upon hire, staffers are tested for written and verbal knowledge to the language and for a cultural understanding. Multnomah County Library has 19 branches, 12 of which have one or more We Speak Your Language collections. There are 11 branches with full Spanish collections and staff members that speak the language, and six branches with Russian collections and staff members.

The We Speak Your Language collections are rich with a variety of print and electronic fiction, non_fiction, media and periodicals, and we provide programming and outreach such as story time, citizenship classes, computer help, book clubs and cultural events in libraries and out in the community.

In the technical services department, we have We Speak Your Language selectors and catalogers for Spanish, Russian, Chinese and Vietnamese. There's one library branch with a Somali library assistant, and she dead indicates four hours a month to selections. The We Speak Your Language positions and tech services are slightly different than the English language positions. The English collection, we have full_time selectors and catalogers, and acquisition staff. For the We Speak Your Language work, we do it all from start to finish. We are the selectors, we do the acquisitions work and we catalog materials. The We Speak Your Language staff and tech services are library assistants and we work under the guidance of librarians in selections and cataloging.

Next up, we'll discuss our process for selections, acquisitions and cataloging for diverse patrons, but before we move on, I'd like to take a quick look and see if there are any questions coming in about the Wee Speak Your Language program at Multnomah County Library.

Okay. So we'll jump in to selecting materials for diverse patrons. To select for diverse patrons, we use a variety of tools to find the best materials possible. We will discuss some of these tools, including booklets, professional reviews and collection HQ.

There are limited professional reviews for non_English materials, so we use some other tools for making decisions on what to add to our collection. Our vendors send us booklets of new and popular materials and we review and decide if we would like to add them to our collection. We also subscribe to some other list serves that send out lists of popular materials. For example, the America Reads Spanish newsletter. And on your screens, you can see __ on the left_hand side __ sorry about that. So here on the left_hand side, you can see a portion of a new book list from a Spanish vendor highlighting new children's books. And on the right here, you can see a professional review of new Spanish materials from Publishers Weekly. They review a few Spanish titles each month.

So another tool that we use when selecting materials for diverse audiences is collection HQ. And collection HQ is a set of tools that our library subscribes to that provide collection management support. As selectors, we primarily use this to identify the most popular titles and authors at specific library branches and systemwide. To better understand where our audience is at, we'll take a quick poll. Does your library use collection HQ?

It looks like majority do not. So we'll just talk a little bit about how we use collection HQ. So here's an example of how we use collection HQ. This is a list of the most popular authors in the Russian collection systemwide for the last month. So here in the middle column, you can see authors' names, and these are the top ten authors which circulated the most in the last month systemwide. And we can see that Karen Kingsbury and Alexander Marinina are at the top of the list and to the right of that, we can see how many times each authority's materials have circulated. We also use collection HQ for each of our branches to identify circulation trends. And here on your screens, you can see a list of the top ten most popular titles at one of our regional branches. So here you see that, again, Alexandra Marinina comes up at the top of the list, and one of her titles has circulated three times at our regional branch.

So running these lists by branches helps us to identify what the collection needs are at each branch. For example, we found that Christian fiction is some of the highest circulating materials, so that's become a selections focus. So again, we'll take a quick pause and we'd like to ask you, are there any other tools that you find helpful for selecting materials at your library? If you could just fill in if there are any tools that you guys find helpful. Looks like a lot of you use patron requests and purchase requests by patrons. Or data otherwise collected.

Okay. I see a lot of great resources coming in. Vendor lists, book lists, ILL reports, local literature, Amazon. Okay. Great. Thank you, everyone.

And let me just check in really quick and see if there are any questions about selection.

>> Margaret Finnan: This is Margaret, and I'll chime in to Carrie. Carrie is asking if we use any shelf_ready materials from vendors for foreign language collections, and we do for our other language collections that aren't part of our We Speak Your Language programs. So we have French, German, Arabic, Japanese. I might be missing a language. And we get those shelf_ready from a vendor.

>> Angela Tveretina: Thanks, Margaret. And thanks, Carrie, for the question.

Okay. So next up, we'll discuss acquisitions for diverse patrons. So for the acquisitions piece of our process, we work to find the best vendors for our needs and have created a new streamlined process for creating bibliographic and orderly records. We work to find vendors that buy high_quality materials and service. So it's important to us that they work with us to streamline the ordering process as much as possible. For example, we've worked with the vendors to create a process where they add paper slips to each book's pilot copy, which includes our Sierra, which is our ILS order number, along with the OCLC number if one is available. The order numbers help the clerk to unpack the shipments, match the items to the Sierra record since they cannot read the language of the material and the OCLC record number helps me to determine which titles I can quickly catalog and send off to the patrons, and which titles I need to do a little more research on or send off to our librarian for original cataloging.

So in the picture on your screen, you can see a cart of books here, with the paper slips out of the copies, and here is the order number. And in the paper slip, there is an OCLC record number if one is available. And in this image here, you can see the vendor's invoice, and they included the OCLC number here as well, and they also include our order number in the invoice.

So we started using load tables to batch load information in to Sierra. In the past, we created each bibliographic record manually by adding the title, author, ISDN, along with all the ordering information. We had to do this manually since most of our language material vendors are smaller and do not have an electronic connection to our ILS, which would allow us to download records. Now we can compile all of our bibliographic and order information into an Excel spreadsheet, manipulate in mark edit and load records into Sierra all at once using the load table. So this cuts down on the time we spend per record. And here on your screens, you can see an example of an Excel spreadsheet with the information needed to load into Sierra. As you can see, the fields which we include are the price, here, the price, the PO number, the quantity, the order locations, the fund code or vendor code, the selector's initials, the bibliographic location, the ISBN, the title, and usually we include the author as well. So before we load the information into Sierra, we take this Excel spreadsheet and we manipulate the file slightly in marked edit. Then we load it into Sierra. So next, I'll show you what a bibliographic and order record in Sierra looks like after it's been imported.

So here's the bibliographic record from one of the titles that you saw on the previous screen, and as you can see, the load table as the ISBN and the title to be imported, and again, this is done in batches, so we'd have multiple imported at once. And here is the order record for that same item. So the Sierra load table includes the information that is always the same in our records. Such as the acquisitions type, the order code, order type, receiving and billing locations. But the spreadsheet includes the varying fields that change, such as the price, the vendor, the selectors, locations and PO. So this process saves us a lot of time and effort. So I'm just going to take a quick pause and see if there are any questions about our acquisitions process.

So Carrie, thank you for your question. Keri asks, how do you choose a vendor? Depth of materials, or how they deliver items and records?

So we choose our ___ I'm sorry. We choose our vendors based on their performance, essentially. And the prices they offer us and discounts so we look at things such as how timely they are, how long it takes for us to receive our shipments, how they keep up their communication with us. Again, the prices they offer. And if they're willing to help us with our streamline process. And Barbara, thank you for your question. I see Barbara's asking, is that original spreadsheet manually created or supplied by the vendor, and then manipulated?

So if you're referring to the spreadsheet that we use for the load tables, we have a template that we have created, and we enter the information manually. From our lists or from our patron requests, or from the __ it's basically the items that we decided to order. But we manually enter them.

And Keri, again, thank you for your question. Will you do one_off orders in something like Amazon if you have a relevant patron request? Yes, we do.

Okay. Thank you. We'll move on to cataloging for diverse audiences. So we have several ways that we increase the accessibility of our records for our patrons. First we use a local floor bibliographic standard to ensure that all of our records have the same minimum information in them. We'll highlight a couple features that we add to records to help patrons and staff find what they are looking for, like summaries and local subject headings. And finally, we catalog materials at the time of ordering as much as possible to have a full record available for patrons, and to see the process of materials getting out to the branches.

So if materials are cataloged when they arrive, the cataloger does not need to touch these items upon arrival. They can just be processed, and head out to the patrons. So to ensure that all of our records have the same minimum information, we use a local floor bibliographic standard. Depending on the material type, the standard varies slightly. So on your screens, you can see an example of the We Speak Your Language print materials floor standards. You can see that the seals we look for are the 008 or date 1 seals __ or, I'm sorry, 008 and date 1 seals. We look for an ISBN if one is available. So I'm sure most of you know that some languages __ some language materials don't have ISBNs. For example, a lot of our Vietnamese books don't have ISBNs.

We also look for the capability to add the 092 or 099 local category. We look for a 100 or 700 field, which is the creator. And you can see here that 880 field, but it's only if Russian, and that includes the translation, so the transliterated title and the __ I'm sorry, author in this case, and title here. So we also look for the title, and again the 880 seal if the item is in Russian and requires that.

We also look for the 260 or 264 publication and distribution field. We look for a summary, the 520 field if one is readily available, and some resources we consult are Amazon, vendor and publisher sites. We do require subject fields for our nonfiction materials, and at the bottom here you see we have a 690 field, which is our local subject heading field, and that includes the language edition and the content. So in this example here, you see it's the Russian language edition, and it's a fiction item.

We catalog materials at the time of ordering when possible. Two years ago, we hired a consultant to look over our technical services work flow and advise us on ways to streamline. One of the results was to catalog materials before they arrived at our tech services department. At the time of ordering, the We Speak Your Language selector, batch searches OCLC from ISBNs from their order to identify the items which have OCLC records. We catalog those items immediately and export the records to Sierra. And in result, the turn_around time of materials from arrival at tech services, the hands of the patrons,

has decreased by an average of 11 days. Currently the time between arrival at tech services to the time the item leaves for the branches is less than four days. By using a local floor bibliographic standard and cataloging materials at the time of ordering, we make orders more accessible for our patrons and for our staff, and get materials out to them sooner. So I'm going to take a quick look and see if there are any questions about cataloging for diverse audiences.

So Violet, thank you for your question. So your question is if you're cataloging before seeing the item, are you using pre_publication info? What about changes to items during publications? So what we do is we do use the info that we find on the vendor site, but we just use that to ensure that the OCLC record matches to the item that we're purchasing. We do not make any changes if we do not have the material in hand. And we also subscribe to an OCLC service, which updates our catalog if a change is made in the OCLC record. So if a change is made in the OCLC record, the update service will update it in our catalog as well.

>> Margaret Finnan: I'm going to jump in and add that we'll only fully catalog it if it meets the floor record, which we showed a couple slides back. So if it has a very brief record, we're going to leave it on order and catalog it when it comes in.

>> Angela Tveretina: Okay. Keri, I see your question. Thank you. Is the summary note in English or in native language of materials? So we tried to have it in the native language of the materials. A lot of times, if it's a translated ___ if it's a translated item, then it will have both, and that's fine. That works for us.

Mike, thank you for your question. So I'll just jump back a few slides to show our floor record. Oh, okay. I see what you mean. You mean an example of it. So I don't have that to show, but these on the screen here, these are the items that we've looked for. So as long as it meets ___ as long as it has these items, this minimum standard, we will catalog it and import it.

Okay. Thank you. So now I'll pass it over to Margaret, and she will be talking to you about connecting with patrons.

>> Margaret Finnan: Thanks, Angela. So this is Margaret here. I'm going to be taking over now and talking about connecting with our patrons. As we speak your language selectors and catalogers, connect with our patrons in person, through our relationship with public services staff, and online. We connect with patrons in person by participating in library outreach services and attending events in the libraries. For example, Angela attends monthly outreach visits to retirement homes. There, traditionally underserved patrons have an opportunity to check out materials and learn about library services. And Angela gets the opportunity to hear directly from patrons about what they're interested in.

We also participate in some libraries events, cultural events, like the Slavic new year celebration and the earth day of the child celebration, which are held at our library branches. We select books for the events and join the staff in connecting with patrons, helping us stay in touch with the community. Since we're working most of the time behind the scenes in technical services, we really like these opportunities to get out in the community and connect with patrons.

We also connect with patrons through the public service staff. Public services staff help us connect with the patrons by suggesting titles for purchase. I know a lot of you mention that this is a big way that you get information about what materials to select in other languages, so we get suggestions from the staff and from patrons, and this is how we organize the staff's suggestions for purchase.

So each of the We Speak Your Language selectors maintains a shared Google spreadsheet, and staff from their language group have access to make suggestions. As selectors, we check the spreadsheet regularly, and we evaluate the suggestions to see if they fit the criteria for our collection, and we'll notify them if we purchase the suggested material.

So on your screen, you're seeing an example of our Spanish material suggestion Google sheet, and I'll show you here that the staff add the day, the title and the author, if they have it, usually just the title. An ISBN, which makes searching the materials a lot easier for us and the branch that they want it to go to, the branch that they work at and sometimes another branch is going to jump in and decide they want it, too, and add their location. And here's a column for us to make notes if we need to, maybe where we're getting it, if it's available or not.

And then this sheet that I have is divided by materials type to keep things a little easier to understand a little clearer. We have juvenile, teen, adult, media, and then here we have story time collection, and those are items that are going to be reference materials for story times that stay in the branches.

As you can see from this sheet, our staff are really active in requesting materials that they are looking for, and their patrons are looking for. This just helps us identify trends and keep in touch with the public service staff and the community through them. Since they're the ones working with them every single day.

We connect with patrons online, on our Web site, which is available in English, Spanish, Russian, Chinese and Vietnamese, through our staff_created book lists and the different languages that we have staff in, through the My Librarian Service, which provides personalized reading recommendations. We have eContent in a variety of languages, and our patron suggestions for purchase.

The majority of our Web site is available in Spanish, Russian, Chinese and Vietnamese. The Web site was originally translated through a translation service. After the translation was complete, staff from each of the language groups reviewed all the work and checked it for accuracy and library_appropriate language. And what I mean by that is we have unique words and language we use in the library, and

we have a translation style guide, but the agreed_upon term for frequently used words, words like "Book drop," "Returns," "Holds," "Story times," and we've kept it uniform for our patrons that are learning how to use the library. And so looking at the front page of our Web site, you can see the languages in the upper left_hand corner here, and you can click on those at any time, any page in the site.

Now, it looks like I have some questions coming in. I'll just take a quick break and look at them. Keri is asking if we have the stats on the percentage of patron requests we're able to fulfill and what makes you turn down a patron request for foreign language materials. I'm going to hold on to that and answer it in a couple minutes when I talk about patron requests. And then Harry is asking if we include ASL materials, perhaps not usually associated with immigrant populations, but definitely part of diverse patrons.

You know, Harriet, I think I'm going to have to get back to you on that. I don't have information for you. That's not what I select, and I'm not sure, but we can get back to you.

>> Angela Tveretina: Harriet, that would be part of our English collection. So we do have ASL materials, but like you mentioned, they're not part of the immigrant population.

And Jeanette, you asked if the language of the record in OCLC has to be in English. Yes, it does.

>> Margaret Finnan: Okay. Thanks, Angela. Okay. I'm going to move on to the next slide here. So the featured tiles in the center of our Web page are curated to be relevant to that language group so when I'm talking about the tiles, I mean these four blocks here that are always on the front page of our Web site. And one of the tiles that's always featured on the front page is a link to that language. That language is we speak your language page. That page lists which branches have collections in that language, and have staff members that speak the language. It also includes a statement about the library's mission and commitment to support the needs of immigrant communities to be successful in the U.S., including help learning English, help increasing job and technology skills, preparing for the citizenship test and reaching any other goals they might have.

And the other tiles feature a variety of information. So right now, on the Russian home page, we are highlighting computer classes, Russian language story time, the we speak your language page I just discussed, and a book list. Now here we are on the Spanish home page, and the tiles are a little different. Here we're highlighting a cultural event, day of the child, a promo for our Spanish Facebook page. Another way that we connect with our patrons. Educational resources and the we speak your language page that I spoke about.

Another way we're connecting with our patrons is through staff_created book lists. We have book lists in each of the languages that we serve on popular topics. One popular book list that staff and patrons alike access is the studying for the GED list. So this is the Spanish studying for the GED list here. It

includes our current GED books. So on the first two items, there are a couple of print books available for checkout. And then I'm going to jump to the end of the list, and this includes our library databases and free online resources. So here we have learning express, a free __ a database through the library that patrons can access for free and a couple of free Web resources for typing since the GED, you need a minimal typing skill to be able to finish it in time.

Patrons can access this list from home or from the library, and staff use it a lot, too, when assisting patrons needing info on the GED. It's really handy to have it all in one place so you can show it to them all at once and show them one easy way to get to all of this information the next time they need it.

Next up we have the my librarian service. So patrons at our library can get personalized reading recommendations through our my librarian service. We have 15 librarians with diverse areas of interest that create reading lists and give patrons recommendations. One of our bilingual staff offers this service in Spanish and English. On her site here, you see her bio in Spanish, and her bio below in English. On the right, we have her blog posts and readers' advisory videos, which are available in both languages also. And if you want to click on ask Laura B. What to read, you could get a list of personalized reading recommendations in Spanish or in English.

We have a variety of eContent available in multiple languages that we sayer with our patrons. We use overdrive for E books and downloadable audio books, hoopla and instant flicks form streaming media and periodicals, the Zinio app.

Here you can see the overdrive interface in Russian. We have overdrive collections in Spanish, Russian and Chinese, and there's an interface in each language. This page displays the new and popular E_books and audio books. And it has all the filtering options on the left in Russian.

Overdrive E books and audio books are gaining popularity in the Russian communities as public service staff are promoting them in the branches and hosting programs to each patrons how to use their devices and how to use overdrive and our other resources.

Here we have the new and popular Spanish title, the screen shot from the Spanish overdrive interface. E_content checkouts are growing steadily in English and Spanish, too. Over the past year, they've increased size. And __ and we order content twice monthly now, and we curate collections on the Spanish overdrive home page. So, for example, in the beginning of the new year, we featured health and wellness books for people's new year's resolutions. We also notify staff periodically of new purchases to encourage them to promote E_content with their patrons. Having a close relationship with the public service staff helps us stay connected to the community and helps us promote new content.

Okay. So I'm going to go on to connecting with patrons online through the patrons suggestions for purchase. We have a suggestions for purchase form on our Web site, and the form's available in our

different languages. Here we have the Russian form. So patrons, when they want to suggestion something for purchase, they fill in the slots for their library card number, author, title, publisher, ISBN, content type, subject and E_mail address if they want a reply.

Recently, our IT department created a new app that allows us to reply to patrons' suggestions. This has been something that our patrons really wanted but we didn't have the capacity to do. So now, with the notifier app, we can respond to any patron that supplies an E_mail address on the form. So our acquisitions department manages the app for us and the materials selector checks the app daily or weekly for suggestions.

So here you can see the main screen of requests, and this list, all the information the patrons supplied, along with their library card number and E_mail address. In the list number column, this is where the acquisitions team has referred to it as the selector. We use the initials to refer it. So here's a screen shot. I've narrowed it down to my initials, and that brings up the Spanish suggestions for purchase. And here I've opened the suggestion, and I can see all of the request information, the details the patron included in the optional subject field 2. And so using this, we'll decide if we're going to order the item or not. And then finally, I can send a notice to the patron. So I would click on the send notice button here, and that brings us to this pop_up. And I can click from a __ through a variety of responses, but the selectors and __ that the selectors and acquisition staff created, and this is the approved for repurchase response. Once we order the item and it has a bibliographic record, we'll insert the bib number here and that creates a link in the response so that the patron can go right to the catalog and place a hold on it if they'd like to. So having E_mail responses for our suggestions for purchase has really allowed us to increase our communication with patrons and respond directly to their requests. This helps us stay in touch with their needs, and respond back to them.

So back to Keri's question. She asked us if we had staff on the percentage of patient requests we were able to fill. I don't have any stats on that. I can look into it and talk to our acquisitions department and see if they have that information. And then what might make you turn down a patron request for foreign language materials? It's really what we want is that it's going to be a wide appeal. If it's not a wide appeal, if it's old or something obscure, we might try to encourage them to use interlibrary loans before buying it. And then Susan's asking if the patron request act is custom built program, yes, it is custom built by our IT department. Built to, you know, meet the needs that we really needed to communicate with our patrons. And then let's see if there's any other questions.

>> I think you just answered Keri's question as well. She's asking is the notify tool something off the shelf or something you build, and again, yes, that is something that our IT department has built.

>> Margaret Finnan: Great. Thanks, Angela. Okay. So to recap, there's a variety of tools that we have in our tool box. We have We Speak Your Language staff and technical services and in front line public service editions and we communicate regularly to be able to meet the needs of our patrons. We

use book lists and reviews and collection HQ to identify trends and patron interests. We've streamlined our processes for ordering, including requesting helpful information from our vendors, like OCLC record numbers, and we batch load bibliographic and on_order records in to Sierra. We make records accessible for our patrons and staff by cataloging materials at time of ordering, making sure all records meet our local floor bibliographic standard, and including local subject headings for easy searching. We connect with our patrons through outreach events and through public service staff and their recommendations. We connect with them online in a variety of ways, including the multi_lingual Web site, book lists, my librarian service, E_content and suggestions for purchase. In conclusion, as We Speak Your Language selectors and catalogers, we work to support the library's mission and priority, to empower our community to learn and create, and reflect and serve a diverse community. We're grateful to have dedicated bilingual staff to serve the most spoken languages beyond English in Multnomah County, and we keep the mission and priorities in mind during all the stages of our work.

Hopefully some of the tips and tools that we shared for selections, acquisitions, cataloging and connecting with patrons will help you in your work with diverse audiences. So I'm going to go ahead and open it up to questions for the last couple minutes.

>> Hi, Angela and Margaret, thank you so much. You guys have done a great job, and I think we've had a lot of questions throughout your entire talk. We'll take the next couple of minutes if anyone else has some final questions. Please feel welcome to enter them into the general chat questions box for Angela and Margaret.

Thank you for your comment. Susan said perhaps you should market this tool app, just a suggestion.

>> Angela Tveretina: Thank you. We'll definitely pass those comments on to our IT department. And Susan also asks, does your app respond to patrons in their native preferred language, too? At this time, it does not. No. We just have the template with the English responses.

So it looks like Amanda's asking what is your turn_around time for request.

>> Margaret Finnan: Amanda, right now it's about a week. We don't have a set time on the Web site on the form. There's not a time line of when we're going to respond just in case someone's out, but we try to respond. The English language materials selector, check it every day. They get a much higher volume of requests, and the We Speak Your Language selector is checked once a week.

Okay. Let's see, we just got a couple minutes left. Let's see, any other questions to get to here.

>> We have one more question from Keri. Have you had trouble recruiting We Speak Your Language staff?

>> Angela Tveretina: Hey, Keri, thanks for that question. No. We do not have trouble recruiting We Speak Your Language staff. We're blessed with a rich amount of community around us, and so,

you know, lots of people who want to come in to the library and help other folks in their community. And so we don't have a high turn_around, and we don't have any trouble recruiting We Speak Your Language staff. One thing we do look for in the We Speak Your Language staff is the KSA, which is the knowledge, skills and abilities, and like we mentioned in the beginning of our presentation, we do Always Speak Your Language staff are tested for verbal and written language knowledge, as well as their cultural understanding.

Okay. ACL social media, thank you for your question. Do you catalog at the time of ordering for all materials, or just for diverse materials? We do that for all materials.

>> Margaret Finnan: Okay. It looks like it's time for us to wrap up so thank you all for your questions. If you have any other questions, you can post them and we'll be taking a look at what comes in.

>> Angela Tveretinova: Thank you.