

BRIDGING THE LANGUAGE BARRIER

Paula Wolfe
Howard Rodriguez
University of Arizona
Tucson, AZ

ABSTRACT: The University of Arizona Science and Engineering Library services our University community and community users locally. The proximity of our University Libraries attracts many researchers and students from Mexico. Our vast and expanding digital resources and our print resources can be used by anyone who comes into the library. Unfortunately our friends from Mexico may not fully be able to utilize all the available resources due to the language barrier. Classes in library research are taught to our students and faculty but are rarely available to community users. Although we have many staff members who are fluent in Spanish we often are unaware of our visiting customers needs unless notified prior to their arrival. To facilitate our users who speak predominantly Spanish we have created a guide to the Science and Engineering Library in Spanish that is available online and in print form. We would like to introduce and test this at the conference. Our goal at the University of Arizona libraries is to assure our friends from Mexico that they are welcome and provide the best reference service we can.