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## Specialised English for Librarians

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**Trainer:** Mark Edwards

**Duration:** See below

**Languages:** English only

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### Everyday English for Librarians (2 day workshop)

In a lively interactive workshop, build your confidence to help English-speaking users of your library. Learn the vocabulary to deal with queries about borrowing books, joining and administration procedures, rules and regulations, and all library resources, including electronic and online resources.

Practice using these phrases over two days of language exercises, simulations and learning-games. This course will build your vocabulary and speaking confidence in a relaxed and supportive atmosphere.

- Introducing yourself
- Meeting & greeting visitors
- Understanding levels of formality
- Describing your work and role
- Useful phrases for giving directions
- Building library-specific vocabulary
- Practice with describing your building
- Describing the resources of your library
- Talking about borrowing and lending
- Explaining rules and regulations
- Inter-cultural communication
- Describing databases and on-line resources
- The art of 'small talk'.

### Methods

The seminar comprises inspirational input, exercises, small group work and group discussion. A lively learning atmosphere is created, and sustainable results obtained.

Please note: All courses are conducted entirely in English, and so may not be suitable for absolute beginners.

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### 'Practice your English' Workshop (2 days)

This course is designed as a companion course to 'Everyday English for Librarians'. If you have already taken 'Everyday English for Librarians', this workshop works well as a 'follow-on' course – however, it stands alone as a learning experience and it is not necessary to take 'Everyday English' first.

This course focusses on practice with speaking English in normal situations that occur in any library –

- Helping users to find and use library resources
- Describing online resources
- Taking personal information from library users
- Explaining processes and rules
- Dealing with complaints and angry library users
- Delivering excellent customer service

The exercises will stretch your ability to speak confidently and fluently to your library users. Using a wide variety of learning techniques that keep the learning relevant, interesting and sometimes even fun, the native-speaking course leader will help you to discover that helping library users in English is rewarding, easy, and fulfilling.

### Presenting your Library (1 day workshop)

Working with a native-speaking presentation specialist, you will learn useful phrases and vocabulary to describe and present your library and its services to English-speaking customers, whether you present on a one-to-one basis, or to small groups. Practice and improve your ability to speak with confidence, and learn tips and tricks to give your presentations more impact.

Course participants will be introduced to the appropriate special terminology and language and will practise using this new language in a workshop-style seminar.

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## Presentation for Librarians - Masterclass

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**Trainer:** Mark Edwards

**Duration:** 2 days

**Languages:** English only

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### Presentation Masterclass (2 Day intensive workshop)

This workshop, written especially for librarians, gives you the opportunity to develop key presentation skills in English. With special attention to the needs of librarians, including how to explain and present databases and on-line resources, we will explore methods of engaging different types of library users.

On the second day, participants each have the opportunity make a short presentation, and gain valuable feedback from colleagues and inspiring coaching from the native-speaking course leader.

In preparation for this workshop, it is a good idea to prepare a presentation that you would like to give, and to allow for three hours homework in the evening following the first day.

#### SPECIFIC OBJECTIVES

- Increase confidence in your ability to present information about your library's services in English
- Strengthen your ability to establish relationships with different types of patrons
- Acquire key terminology for English-language presentations
- Identify personal challenges
- Build competence in areas where you wish to improve

Please note: This course is presented entirely in English and so is not suitable for complete beginners.