

Bookmarks for Multicultural Customer Service

Customer Service for Libraries

[Customer Service Training for Libraries, Houston Area Library System](#)

www.hals.lib.tx.us/cust123

This is a multi-module online Customer Service training course for librarians that covers a wide range of relevant topics, including Frontline Public Services, Diversity, Handling Challenges, Telephone Customers, Facilities issues, Customer Satisfaction, Evaluation, Policies, Mission, Staff Role, and more. It even has quizzes to test oneself on each module. This is a good, basic training in Customer Service in a library environment.

[Penn State Libraries – EBSL – Customer Service Quiz](#)

www.libraries.psu.edu/ebsl/training/custservquiz.htm

The Education and Behavioral Sciences Library at Pennsylvania State University created a thought-provoking quiz on Customer Service that was apparently part of a research study a few years ago. No answers available, but the questions will make you think!

[What is Customer Service.htm](#)

libstaff.mit.edu/imps/whatiscustomerservice.htm

This site is a compendium of input from librarians at the Massachusetts Institute of Technology (MIT) who attended one of eight sessions of a training entitled “What Is Customer Service?” Categories include examples of effective and substandard library customer service, identification of what librarians do that is (and is not) Customer Service, and what librarians can do in their job to enhance Customer Service.

[Blog about Libraries: 20 Points on Excellent Library Customer Service](#)

blogaboutlibraries/2006/07/20-points-on-excellent-library.html

This blog has lots of interesting articles and user comments. This list of 20 points came from a librarian in Loveland, Colorado, and it contains some very wise, positive, and usable tips on how to provide superior library Customer Service.

Site on Multicultural Communication

[Multicultural Toolkit](#)

www.awesomelibrary.org/multiculturaltoolkit

This site has articles on various aspects of communication within and among cultures. The Multicultural Toolkit is an intriguing approach to the study of multicultural communication, especially sections on Communication Patterns and Assumptions, and Stages of Intercultural Sensitivity, which explore communication styles and values of different cultural groups and the evolution of sensitivity toward persons of other cultures.

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Sites about Interpretation and Translation

[Say Hello to the World](#)

www.ipl.org/div/kidspace/hello/

This site is a great starting point for information and links to many websites pertaining to world languages--even nonverbal languages such as Braille and American Sign Language. You can learn some basic greetings and Customer Service phrases here, as well as much more in-depth language and cultural studies.

[Freelang – Free Dictionaries to Download and Free Human Translation](#)

freelang.net/

This site offers a free offline dictionary program. You install it once, and then you can download as many languages as you need. You can browse the word lists, add your own words, or create your own dictionary. They also offer free translation for short documents by e-mail and longer documents for a reasonable fee. They have a collection of expressions in many languages, a “Font Center” for languages in a non-romanized alphabet, and a “Link Center” to find other websites dedicated to foreign languages.

Interpretation and Translation Services – Fee-based, by Contract

www.cantalk.com

www.languageline.com

www.LLE-inc.com

www.asetquality.com/languagefon

www.bridgelinguattec.com/translationservices/interpretation/htm

www.propiospanish.com

These organizations provide oral interpretation services over the phone, immediate or pre-booked, with professional interpreters in 150 languages. They also offer translation by fax with a very fast turnaround. These are paid services.

[How to Say Hello in Different Languages](#)

wikihow.com/Say-Hello-in-Different-Languages

A list of ways to say Hello in 81 different languages, plus tips on cultural competence and customs, and a few warnings as well!

[How to Communicate with a Non-Native English Speaker](#)

wikihow.com/Communicate-with-a-Non-Native-English-Speaker

This site has very useful and immediately applicable steps, tips, and warnings on ways to communicate effectively with someone whose first language is something other than English. It provides links to other WikiHow's as well as related sites, including one on “How to Pronounce a Foreign Language Correctly.”