

Please stand by for realtime captions.

[ Invalid passcode for audio ] >> -- I am just going to let you all type and everyone can read their okay. Again, I said people were asking for English classes and the thing about it is that librarians and I personally don't have an English degree so I cannot teach English, so what we did in Sunnyvale Public Library was we actually went to the adult school and we sought out an expert. As I said, during that time a lot of the assault teachers were not getting funding for classes and so we asked if friends of library could help us pay for their expertise and kind of get a club started, and in Sunnyvale we came up with a pretty strict format on how we are going to go into our ESL group which I will show you pretty soon but Emily had a different story.

Yes. I am here. We actually found a student on who's learning how to teach English as a second language and he started our ESL class as his practicum project that he set up [ Indiscernible ], started with the initial publicity [ Indiscernible - low volume ].

And Hilda?

Pretty much the same thing. How should I say this without sounding redundant? It is the same way that we started. We started our [ Indiscernible ] and we really tell them every once in a while because every month we have a lot of don't repeat, students coming back at everything but we remind them that we do not have a curriculum, we don't have homework. It is really just come and sit down, chitchat and conversed with your fellow peers and the volunteers that we have. It is wonderful. They keep coming back. Our attendance from day one started at maybe 40 and it has now grown to 70. Yesterday we had 71 people show up and it is summertime. I am anticipating a bigger group for fall, but it is really wonderful. You just offer different things for them. We don't have a set curriculum for our group here and Santa Clara that we do have every once in a while I will throw in an icebreaker and I will have them get up from their chairs and actually have to walk around and meet each other and speak to each other in English. Who owns a [ Indiscernible ]?-Like people Bingle. I am sure you could suggest Pinterest or Google for goodwill charts and I do those and we all of them. We do different things to break the ice in their, so they keep coming back.

Some of which I find really nice and interesting is not only have the volunteers become actual personal friends of the student and the students and become friends with each other because that is nice and if someone cannot get a ride and they are all helping out and that is what it is all about, meeting nice new friends.

And so I think we also -- Rachel here. We all came to a conclusion that we all do different things a little bit. We do things a little bit differently in each of our ESL groups but we have a few things in common in this slide really talks to it. All of us really found that we needed to create a very warm and inviting, cozy and comfortable environment where people can come and just talk, talk, talk. We want people to feel comfortable. We are not teaching class, so there is no intimidation. We just want to create a place where people can drop in,

they don't have to register, they just come in. It is open to everyone. It is a safe place to practice talking and that's I think really key to whatever you are going to do and you may choose to do it a little bit different than all of us but I think that is really the most important part. You want to have a staff member that is kind and friendly and patient and warm because that is going to make everyone else feel very comfortable.

And a little crazy helps out a little bit. This is Hilda. I think [ Indiscernible ] and make them all stand up and do a stretch and they are laughing but it builds rapport with them as well because I will see them in the library as library users and they come to me and they feel comfortable. That's what you also want to build. You also want to build library users so it is nice and Rachel is completely right. You need somebody who is warm, somebody was inviting and somebody may be going to remember their name next time and it makes him feel so special and part of the group and that they are part of the library, as well.

Emily, can you add to that?

I can just say some of what we do, and we do all kinds of things. This instrument, and I will talk about it now.

Right.

There we go. I definitely agree that it is important to help people feel comfortable and I think we have talked about libraries and library is not being accepted teachers but being good places for people to gain confidence. And everybody here me? I know that I was coming out quiet. If you could let me know?

Okay.

Yes. I think it is really that building confidence piece is something where we can really shine and really help people. What we do -- the ESL at Mountain View meets once a week. It is one hour-long. Most clubs -- most people sit in groups of about six and each will have a native speaker and they will cover different topics that I can come I think we've talked about local knowledge and sort of Americanisms are good things to talk about but you can talk about anything, sports, books, whatever you want work

Our typical meeting would be we would sit in our conversation groups and talk. We have some conversation starter questions but really just allow to let people talk about whatever they want but we also did different things like once a quarter we would have a potluck and there was no better potluck than the ESL potluck. We have really awesome food and played human Bingle which is a game where you have a single card and you have to find people in different [ Indiscernible ], so you find somebody with a tattoo or somebody that has been to an amusement park in last month. We also did things like we would have a scavenger hunt in the library, a photo scavenger hunt were basically any icebreaker game, anything that starts conversation in your class.

The quality of the [ Indiscernible ] class which is a little bit different is that it is very casual and chaotic and like Rachel commented, our conversation club was a little bit more like a tiger and her conversation club was more like a cocktail party. It wasn't actually a kegger, but that was more for [ Indiscernible - low volume ].

That is true.

Yes. The part that was not like a kegger that we really wanted to mention is that we welcome kids at our ESL conversation class and I think that was really an important fun thing to do. If you think about people that are new to the country, they often do not have the support system that others may have so if you don't have relatives who can watch your kids, you don't have a solid friend or babysitting network, so allowing people to bring their children meant that a lot of people that could participate that might not have been able to come, and it really gave us something to talk about. If you are in the sort of desperate in a place where you can talk to the people and see your kid running around and pretending to be an airplane, you can talk about is that not a cute kid or your pictures of my kid. It was really a new way for people to connect.

Great. I am going to go back to Sunnyvale Public Library and ours was very formal, kind of how Emily was saying hers was chaotic, ours was very formal and this is the agenda for pretty much every class and we do it once a week, as well, on a Friday morning, so from 11 to 12 and we get about anywhere from 35 to 65 people coming to this group, and people know what to expect when they come in. They get a topic sheet work we generally pick a topic. It could be fourth of July, Halloween, food, shopping at the farmers market, but we rotate through librarians who take charge of that weekly one and we have about six librarians that are in charge of that and those librarians pick a topic or they use one that we have used in the past. For a period of seven years you end up gathering a lot of topics, some are which I will share with you today, but they read over the topic, they introduce and welcome everyone. We first start off with the one-on-one chat where we encourage people to stand up, just like Hilda does, and stand up and talk to someone they have never spoken to before, and during that time, we have three one-on-one chat questions that usually just include where are you from, how long have you been coming to ESL and what do you think about the farmers market or whatever the topic is. And then the leading librarian and will read that paragraph that talks about the farmers market or whatever it is, read some key vocabulary terms, ask for questions, and then we really rely heavily on volunteers and we will talk a lot more about that later, but those volunteers run larger groups that are about from five to seven attendees in one group that talk more about 430 minutes.

That is pretty much how we do it every time and we do break it up a little bit, and then let's go to Hilda what our normal DSL day looks like for her.

Thanks Rachel and [ Indiscernible ]. You guys are awesome. Santa Clara is very laid-back . What is very interesting about this is that Emily and Rachel are librarians. They are both librarians. I am a library assistant. I have been for many years . I have been in the library business for 32 years , so it kind of qualified me or at least as everyone says, it qualifies you. I am like okay, okay. And less nobly wanted to do this one we started, and I did not start it, but I was part of a let's go party that started it and it has been handed to me for the past three or four years, but I love it. Our typical day -- there is no librarians involved. It is just myself and my assistant that helps me set up the room, so our big community room is set up with double tables where eight people will sit around at each table we will have one volunteer either a native speaker or a volunteer that we have . Our group consists of maybe -- at Santa Clara we have anywhere between 14 and 20 volunteers, and these are volunteers that come in every week . Our program is every Wednesday from 1030 until 12, and they are here at 1015, 10 o'clock getting ready to sit down at their table and they pick up -- I use the [ Indiscernible ] cards which are great conversation tool. I always have paid dictionary, I have atlases and there is always a person at the table who will say where are you from? [ Indiscernible ], and where is that? They will find it on the map and it is fun for the group. At the tables I provide them with the newspaper which is called news for you. I see somebody on the left had mentioned it. It is a great newspaper. They don't have to use it every time, and that is funded through our funds of the library. They pay for that subscription for us because I have 80 subscriptions and it is a little pricey if you are getting 80, but they are all used and loved.

And I also have some books like 1000 conversation questions , wonderful book. It is just very basic. You literally open his paid and each paid is for a topic. Each topic gives you 20 or 30 questions that you can just take it from there, literally.

I also provide them with [ Indiscernible ], and everybody knows every name , and I give them a minute late board so that they need to show something or some kind of symbol that someone does not understand at the table . We so different hour and a half and if I'm not doing some database programming for them showing how to use [ Indiscernible ] Corp. announce or that we used to have or does the library databases, I will give them a little 10 minute shot in the beginning because I want them to be aware. Right now we are having every sign up for the adult

summer reading program because I want them all to be reading books and so we explained to them also what is going on in the library, and then they said therefore the rest of the hour and a half that is left over and they just converse. They talk about current events, wonderful, things are going on in their lives, and

the person at the table who was in charge, the volunteer, they have a topic, they are more than welcome . They are not allowed to bring in any curriculum or anything because that is what we strive for. We have told our people coming in that we are not going to have them do any homework, and I think it is a big one for them.

We don't use name and that's my nametags that we don't use a sign in sheet. We started at the beginning but it is more for comfortable and we don't want them to feel pressured to have to put their name with your email.

It is a first-come, first-served. Unfortunately, in the past we have had so many people, we actually had to close the door and I hate the closed doors, but they won't let me set up tables and the front. I have to just go with what we have there.

That is pretty much it. Our current session that we have, it is lovely. Anywhere from 50 to 70 people. We only have the main library in the city of Santa Clara and to branch libraries. Our branch library are so small and so [ Indiscernible ] MMO space for an additional program there but our main library is also very loved and used and we only have that one slot. I think we are going to talk about some other programs also integrated into ESL but I think it is going to be coming up so we'll talk about those a little bit work

There you go. That is Hilda's group.

Thank you, Hilda.

And so she brings -- Hilda brings up a bunch of things that are important. We also have nametags so I think that is important. You don't use nametags, you use [ Indiscernible ], but people can have something with her name on it, but I think we are all sort of doing things in a different way as we have talked about, but at the same time we are still encouraging people to talk.

Let's get down to the nitty-gritty with the staff. As I shared with you about Sunnyvale Public Library, we have all of our libraries involved, and that means that they pollute [ Indiscernible ] spend one aspect maybe an hour a week if that are scheduled for that week working on the ESL group.'s but again, since we have so many topics that have already been written up, generally it does not take as much time as it used to and actually one we first started the ESL group we relied heavily on our staff to do the groups, so when we broke into groups and we did not have enough volunteers that were native speakers, we had to have library and staff those groups. There was one good part about that is that when you are sitting in a group and leading and facilitating, you really get to understand your community because there are people in those groups talking about themselves and you talking about their families and talking about their hobbies, and so that is actually a really beautiful thing to be a part of. I love ESL group because of that and I learned so much about food, culture, and I can know more about my community, but at the same time, we did not want it to be a staff every program, and so we were able to garner a lot of volunteers, and now it is more volunteer run. How about you all? Do you want to go, Emily?

Yes. When I was running it, I would spend an hour to two hours each week, so it would be one hour in the ESL club and sometimes I would put together sort of a topic sheet with questions and it might take

anywhere from a half an hour to an hour, and sometimes I would just reuse something or wing it and that way there was not very much preparation time.

When we began it was just me for about a year and then a couple other staff members started to intern covering the group because [ Indiscernible ], wanted to go away for some reason, and one thing I wanted to mention here is it is actually a really, really valuable experience to meet and be able to talk with people in the ESL conversation club and we actually had a couple staff members who would volunteer to not be paid but would come in and want to do it on their off hours, and I think as Hilda was saying, and I think it is a program that is really valuable for library staff at all levels, for example, if you have circulation staff that can interact with patrons when they have to collect money from them, it is nice to be able to offer them another way to sit down and talk to people that is not as confrontational.

I just want to point out the title of the reference book, Kathy was asking about the reference book, I think that is a question for Hilda. I did not use a reference book, and I will pass it over to Hilda.

Yes. The book that we use is called 1000 conversation questions, and it is by Larry Pip and it is a little subtitle is designed for use in the ESL or ESL classroom, and I cannot remember how much they were but they were very inexpensive. I have nine that we use currently in our room, and every date is that not every day, but when we meet -- we call our volunteers partners because they are learning partners with the students, but they pick up one of those books, they pick up couple of their [ Indiscernible ] cards that they pick up whatever materials I have it that they want to use. We use the same ones all the time. And they use that and it is a wonderful book. I want to say it is like \$11 or \$14 which is a nice little parties and it is paperback, but they are larger books and so on the inside I have already put my tag under property of the ESL conversation club, do not take, just threaten them so they don't take them because they're wonderful little books, but I really think that is a good place to start was that Larry Pip's book 1000 conversation questions.

Our volunteers -- at our library we have a person was a volunteer coordinator and her name is charity. What charity does is we have already told her to kind of screen for our volunteers that we would like to have an role as part of the ESL program, so one of the stipulations that I have is I feel they really need to be a native speaker. We have wonderful people from other countries that speak very good English, but unfortunately some of our folks have said can I say it with someone who speaks little English I know what they mean? They want someone was going to throw in a little bit of saline, throw in an idiot once in a while, so we are now screened our volunteers to be native speakers. That is one of the important facets of this will program. I think they want to feel part of the American life, so I think part of that is speaking with a native speaker.

[ Indiscernible ] need to be fingerprinted. Our library fortunately to the police department has a free program so our volunteers never say no . They will get fingerprinted. The it is wonderful and they haven't on record. I tell them that if they get fingerprinted here they can volunteer anywhere in the city and a like that part because our volunteers are eager to be here, eager to help anywhere.

For the volunteers every year, how do you say thank you for some of the gives multiple hours a year? Our library put on a big volunteer recognition party. Of course my volunteers are included in that volunteer party and it is something that our friends at the library paid for which is a wonderful huge party that we put on with prizes, door prizes, music, food , and then all the certificates and metals that we give. We want to make it a big overwrought and they love it. They love to participate because the brink of cards that we go hunting around the city to get free Starbucks or whatever they want that they can win.

This program honestly cannot run without your volunteers that they are all prime facet because they are running it because all I do is really make sure the materials are there, that the room is set up, that I have some kind of program going on. We present idioms every Wednesday. It can be anything like a needle in a haystack , and then we explain to them what that means. We put it on a whiteboard and people love it because we will remind them the next week, what was last week and then they will remember . And just providing them with whatever they need. It is the volunteers who take over because they are running the place. They are setting at the tables with those folks. They do all the conversing and then we have like eight Queen volunteer. She stays back a little bit and if anybody needs anything she will give them that or she will call me and say we need some copies made up for this or something. That is why our program has been so successful because the volunteers have taken over. They love their programs. It is their program. I remind them that without them this program would not run, and the city and library appreciates them so much because within one year I think they put in hundreds, if not thousands of hours with all the volunteering that they do. That is all money in your pocket for the city. Everybody appreciates that always.

That is my little piece on the volunteer.

I don't know family or Rachel want to talk about their volunteers.

Emily -- [ Indiscernible - multiple speakers ]

Mountain View also has a fingerprinting and application process for volunteers , which is sort of commerce and. I think it is a lot to as somebody who wants to give their free time if they would go down to the police station and fill out an application.

The way that I set up our ESL club is that as a way to circumvent that. Our native speakers are considered participants in the program rather than volunteers. We just say that everybody is participating in the ESL

program, native speakers and the people who are learning English , so that was kind of our way to circumvent that issue.

And we did a lot, like Hilda. We do in Sunnyvale, and it is one of those things like just in any volunteer position you kind of constantly need to stay on top of that and monitor how many you have per attendee. We always need at least four to six volunteers, and the great thing is , and this is what I always tell people who are interested in volunteering is this is the best program to volunteer for. I think they are really going to enjoy it, especially if they want to learn about people.

Let's get to the farm of ESL conversation groups.

I think one of the best things is actually mixing it up, doing something different, and Hilda and Emily are amazing at doing this , and in Sunnyvale we have also had potlucks. We have invited people to paint pumpkins. I love it when it is Halloween time and we have done a little trick-or-treating , but I think anytime you can celebrate a holiday, do it because those -- especially a super American holiday. It shows people what we do here and what is important to us, and also it is just fun Burket sort of changes the routine around , so I mean that is something we love to do. Hilda, do you have something to talk about drugs but are you getting? I always have something to talk about.

We love to mix it up in Santa Clara and I am the crazy one and I think that is why I have all these quirky projects going on at the library. ESL is not quirky. It is a necessity. But to make it fun and to make people, you want your folks to keep coming back and feel comfortable and have fun and have them go home and say guess what we did at ESL today? I know

because I hear some of the husbands coming back and they are saying you are Hilda from the ESL group and I am like we made a connection. A couple years ago , and I don't mean a couple. I mean maybe four years or five years ago I brought in a whole bunch of pumpkins around Halloween time and I brought my own kitchen knives and all my newspaper and I am like we are going to do this and everyone is looking at me like what are we doing? We part -- carved pumpkins. Most of those allowed, good old-fashioned pumpkin carving. But folks got those hands in the seas and guts. It was awesome. We took pictures. They loved it. People were amazed. We use real candles and it did not set off the sprinkler system, but it was just wonderful .

After that I am like okay. They have not been introduced to all of these American customs and holidays, so every time that there is a holiday I try to incorporate something . We just had our Easter egg hunt and inside the eggs I put in little candies, and it was just amazing to me that I had some folks -- I am not sure from what country, but I want to say Ukrainian or something. They came up to me, these two young ladies and said now we know when we go to our CVS, the pharmacy like a Walgreens, now we know what the eggs are for. We were always wondering what the eggs were for. I was like there you go. It paid off. A little Easter egg hunt. It was just great. I have cupcake decorating when we have had not a full bore but we had manyfold wars within the ESL group. I will provide them with blank cupcakes and some crazy frosting and

some other ideas and then we will have a contest between the tables and it really reunites them to get that hands-on, not just sitting down and talking to each other. This way they all have to pitch in, cooperate. You don't know who is so talented but we have had incredible art pieces being done.

I also did a poetry drive thing where people would write up three or four lines. If they feel comfortable. Nothing is an obligation. It is only if they want to.

I could not believe we had over 40 participants. We had to break it down into three weeks because we just did not have enough time. Some folks were crying. They were very emotional about it.

It was nice for them to be able to share a little piece of their talents and their -- from their countries. It was just lovely.

The potlucks are the best. Emily said there is no better. There is nothing better. There is nothing better than homemade hummus and you are like homemade hummus is just the best. We call an international public because everybody brings whatever they are feeling comfortable to bring in and it is always a hit. At the library we provide them with the setup, of the paper goods and drinks and I have to pitch in and bring in my dish or something, and it is just a great time to bond and really touch base with your learners, with your students, and with your volunteers, and it is just beautiful. It is really nice. I really love it. It is one of the pieces that makes me want to keep doing it because you feel so happy at the end of the hour and a half, everyone left with a big smile on their face, and it actually incorporate American culture, different foods because people won't try different foods. Know what is going to try [ Indiscernible ] if you are only making tacos every day, but they try them and they think I will try a Filipino restaurant. It is really nice, and so that is my take on that one.

[ Indiscernible - multiple speakers ]

I am sorry. I just wanted to mention that those beautiful pictures are of Hilda's group actually making pumpkin pie. That is awesome.

Emily, I know you did amazing things. Can you talk about that also?

Yes. The potlucks, I cannot stress enough how awesome potlucks are, how funded is do a pumpkin pie or have pumpkin pie around Thanksgiving because a lot of people have never had it before and it is just a fun experience it people serve pumpkin pie and whipped cream, and although -- let's see. What else?

One of the things that we did in Mountain View is speed dating format for some of our classes and it was pretty successful. We either did speed dating or double dating.

One person -- half of the group would sit and [ Indiscernible ] Wood wrote -- rotate around or we would do groups of four and [ Indiscernible ] Wood wrote -- rotate around.

What else did we do? The photo scavenger hunt from the library. That was pretty fun to send people around to find what books are in for 28 or take a picture with it asked member making a funny face. Yes.

Those are the two things that I think Hilda did not cover.

Let's talk about topics. We have sort of mention things that are really popular and good things to talk about. We much anytime you talk about food it is going to be successful. I think we have all decided, but can you guys give us some ideas for topics that you think Michael well or have gone well in your groups? I know that hours -- anytime I did more difficult topics, it was a little bit of a challenge. When I was trying to explain the voting processes in the United States -- the voting process in the United States, or when we talked about siblings or just ancestry because sometimes if it is difficult to explain how to do genealogy or something like that, then something is lost in the translation, so we try to stick to more things that are little bit simpler to talk about and [ Indiscernible ]. I also wanted to mention briefly that we have made a toolkit for you to use, and on this website, it is ESL for libraries that [ Indiscernible ].com. I have set it up with a bunch of topics to get you started that were successful in Sunnyvale, and we also added some of Emily and it filled the summer of icebreaker debuts. Tackett out. I hope that helps you get started.

Yes. Food, holidays, that is me as red riding would, and those are very successful, and then some bad ones, electoral college is not a fun one to talk about.

It is hard to explain, and so it just makes it for a flop, and I would say more simple topics like the weather, like transportation or housework is pretty fun. Do you guys have one to share, Hilda, Emily?

Hours range from everything, just like you said, even -- we have done this vacuum the moonlight there. We have done one on space travel and if it is safe to do space travel, simple basic questions, but it really gets the group going. Space travel. We have had the new school year beginning. What was school like in your country, and people -- when you speak about the country or you asked them about themselves, there is no end to that because they love to share, and I think sharing is part of the whole conversation because it really gets them going and they are excited to speak about something that they know about. It makes them proud. We really try despicably pick a topic for the whole group, if we are going to do something to begin a little icebreaker, we will pick something that we know they are going to be successful at.

We will do electoral college.

[ Indiscernible - multiple speakers ]

[ Indiscernible - multiple speakers ]

I think you covered a lot of successful topics. I think this is about a local knowledge that are fun and useful to talk about it for example,

when it was really hot, we talked about ways you could cool off and the fact that movie theaters would have air-conditioning, even though the library [ Indiscernible ], and also things like where are the best restaurants. That was a nice topic .

That is a nice one.

Or [ Indiscernible ] or best restaurants was my favorite.

I love food if you cannot tell.

[ Laughter ]

Awesome.

I think we are getting towards the end. Emily wanted to tell you some of our inspirational stories I wanted to start with Hilda was going to tell you how she graduates some of her ESL attendees that

Yes. We have not a graduation ceremony because people love to go to the conversation labs and once they are in their -- we also have in the city of Santa Clara, we have a program for the literacy called [ Indiscernible ], and that is headquartered at one of our branch libraries at the mission branch, but one of the [ Indiscernible ] that they have is that if you want to join a adult industry program, you need to be able to speak English, and we are not saying that you need to have a high school level, just be able to understand and also speak back to the tutor who will be coming to you after a session to see at what level you are, so a lot of our folks come in. They want -- actually they are in the conversation club but they want to does not they want more and after they have not already mastered speaking English, but they feel very comfortable, they can talk -- they can have a real conversation with an English-speaking person , and so our graduation is it really -- I will tell them, I will say guess what ? There is one step after this that you can use here at the library. Always free, of course. They were like the word free because of course there used to pay for the books and ESL classes at the local schools, so when you throw that in, they pay more attention, and if you say we have a -- and adult literacy program and it will take you and they will do an assessment to see at what level you are, and they will teach you to read and write in English, and in addition you will be speaking with your private tutor in your own study, you can meet at the library, you can meet anywhere.

Everyone is thinking okay. The good thing about this is that when people go to read Santa Clara they set goals for themselves. Citizenship or GED or drivers license or just helping my kids doing homework.

This has started, and I am proud to say that we have now had, I want to say six citizenship success stories . We now have six American citizens among us from this group. We have to graduate from high school. We have, I don't know, maybe five or seven drivers license . It is just wonderful. And that is what it is all about, helping your community and having the library as the base for that help in the community. So when

people say how did you do that so fast, I went to the library and there you go. Eight is just wonderful, and how can they say no to a program like that?

So when I go back to our friends at the library who did all those wonderful book sales and I ask for a little bit more money for the next of the year or the next coming year, they are not going to say no. They're going to say here you go, how much more do you want that they're not going to say that. I am getting.

But I will put in my request for what I think what I need for during the year for more books or for more supplies or if I want to purchase something for them special, I have bought them book bags, international bootlegs. At bought them international visors for the summertime and we had a picnic last year, it was so funny. I thought I'm going to get them some cool visors, Oriental trading Company, everybody knows that when online, we just by the bulk. That was wonderful. They love it. And I love providing it for them and I love that it comes from our own library book sales and I explained that to them, as well and how that whole system works, and it is wonderful. It is really wonderful. Those are my little success stories, and there is just so many. We also have -- last year we were funded for an entire year to have a family ESL, and so people would come in once a week on Thursday nights for two hours. We don't provide child care at our ESL. I was think it is interesting because I don't know what we would do with them, but Emily has figure that one out which is wonderful, but -- I lost my train of thought. We have ESL family and they would come in and the families would sit with tutors and the volunteers while the kids are playing board games and doing crafts, and we had in the temple set up because the teams to want to participate in anything sometimes. That is fine. With Nintendo for that. They love it.

The parents were doing our ESL which is just wonderful and then this year also for the summertime we have the team ESL because a lot of our families have teams visiting from out of the country and we actually -- somebody asked will you be having a team ESL and we'll

were like it was not in the plan so let's put it in. For 6 to 8 weeks we are having at the summer. Will have five participants the teams are coming every single we can we love that they are coming

and we are throwing in a little craft for them to do. Some kind of Modi thing. Darrell into the etymologies, which is great, and they love it.

We are really trying to branch out and do a little bit more.

We also have a book club. We have the ESL book club and we had 15 participants. You can't have more than that because the news control and you want them to have more intimate experience with the books. Right now we are reading the view from Saturday and we just read the bridge to Terabithia and we did [ Indiscernible ] with Maury and we are trying to show the movie afterwards and it becomes an event because not only do people have food for the event but they watch the movie and it is just wonderful and it is just another component of our ESL success that I think draws people to them.

As you can see, it held as so many awesome things going on it is incredible.

Sorry.

I love it. I think that it is super inspiring. She is inspiring and we need to do different things over here in Sunnyvale.

I wanted to mention because we are getting closer to the end that we all deal with levels of proficiency pretty similarly because I think I saw a lot of questions in the chat about that.

We also open to everyone and while people are -- if they could speak a little bit better they might have a better experience, but I know that we all are open to all levels of English-speaking and we welcome everyone and I think that is really important because I have seen so many people grow from very little to fully milling sentences and speaking and coming up to the information desk.

Another important point I think that Hilda mentioned is that you have a captive audience. If you want to promote databases like bingo or anything you have in the library, like your programs, these are folks that are coming to the library all the time. Especially have noticed that in Sunnyvale. They are coming to all of our programs, not just ESL. They are bringing their children on the weekend and it is amazing experience and it is great to see that they are real true library users and they love the library that

I'm going to hand it off to Emily purchase a few more things to add, and then we will take questions.

I just wanted to talk about retention because there is ebb and flow of books at Mountain view. There are ebb and flow for volunteers and for people learning ESL because a lot of our people -- they would just come to work for a little while and [ Indiscernible ], so they would come to the work or school, often [ Indiscernible ], and then go back to the country they had come from.

There can be some sort of natural change in who your attendees are going to be .

Some people in the chapter talking about the problem of having the very small group to start with and it is not a problem that we have to deal with that Mountain View and [ Indiscernible ] a lot of ideas for so other than to say just really promote that first club and to really try to get people to commit to the first club . If you can sort of -- if you can find six people maybe that

are trying to learn English as a second language and [ Indiscernible ] and then go from there. If you put a lot of suggestions for promoting also in the chat, we started out by promoting to the local adult school which was teaching ESL classes and we sort of set up ESL conversation club as an addendum to that class -- not an addendum, whatever I am trying to say.

And we also -- word of mouth is a very important community info people who Spink and roses other than linked English. They are finding out [ Indiscernible ] churches, or there was a Russian Association that I emailed directly to see if their members wanted to come. Outreaches really important .

And then I also did want to talk about the issue -- we talked about [ Indiscernible ] only accepts volunteers are native speakers. At the Mountain View club, everybody was welcome , and I think what it is really reflecting is what people were asking for in Santa Clara, and we did have a attendees who prefer to learn from native speakers, and I think

that is for a couple reasons, and one is the [ Indiscernible ] issue and other is the people working on her accent that there was a perception that by some of the intent is that some of the native speakers were really people they wanted to turn from.

However really what the club was about for us is everybody learns together , so we really tried to have that picture of everybody is learning English, we are all -- and I think some of what I am seeing in the chat is the idea that English is a language -- there is no one right English. There is a lot of English. And so I just wanted to mention that.

I think that is all I have to say right now .

[ Indiscernible - multiple speakers ]

I think that is a great thing to say because I think -- I was born in West Virginia but I am a California girl. I've been here almost all my life and so I have a lot of slang in my vocabulary and I think that is an important thing for people to hear, and I think it is fun and they will be able to ask questions, but I think that we have our own accents. They are going to hear us with an accent, so it does help when you do recruit for native speakers, but I mean we don't only do that. Sometimes we have exceptions to the rule, but it is kind of -- you have to interview which person.

I'm going to move on to the next slide. I think again I'm going to wrap it up with we learned so much about our community with this ESL conversation group, and I think it is so valuable for active library professionals to understand what people in our community love to do, what they want to do. It is almost like a focus group , and I think it is a great thing to take advantage of. I think it is very fun and I think rewarding, and I think it is also great for the community. We want you to do it also.

Questions?

I know we had a few. Let me see if I can see.

I know someone said how do you promote conversation ? We talked about that. I think word-of-mouth is key. I think it is so important because

what happens here is that everyone finds out at the adult community and they tell each other and the fact a lot of our ESL attendees go to Santa Clara and Mountain View because they want to practice English as much as possible, and so I see pictures from Hilda and Emily where our folks are there, as well.

That show was to me that word-of-mouth because they are talking to each other about where they can learn English and I think that is really awesome.

[ Indiscernible - multiple speakers ]

I was going to talk about the ideas for starting family ESL clubs. Katrina is saying any family ESL club specifically are prepared school-age children, if you have storytime, that is a great way to start to pull people from , but having children librarians on your side and [ Indiscernible ] and having them put the word out I think is the best way to get that started.

And I think --

we sort of just said everyone is welcome, kids included and people with kids showed up , so that is kind of my advice there.

I guess we are wrapping up to the end. One of the class questions we just got is how do you keep the noise level down, and in Sunnyvale we cannot. It is just loud. It is a loud program. We like that, and we want to see that people are talking, but we wanted to thank you so much for working with us and coming to our webinar . We have so many ideas, so I think we would be happy if you contacted any of us. Here is our contact information. Thanks again for coming.

Thank you all so much.

Think it will prep -- presenters for the webinar audience. Let them know that this webinar will be archived along with the chat and enclosure transcript and it will be available on the [ Indiscernible ] webpage later today. We are now going to post a link to a survey and a certificate of attendance. Please take a few minutes just to allow the survey. It helps us in planning future training. Thank you and we hope to see what our next webinar.

[ Event Concluded ]