

## Can I Get That In My Language And How Do I Know I Can Trust It? – Transcript of audio

Please stand by for realtime captions.

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Good afternoon, everybody. We have another terrific webinar for you today. My name is Joe Paskoski from GPO with my colleague. Can I get that in my language and how do I know I can trust it? Our presenter is Jane Canfield who presented many webinars for us. Let me read you a little bit about Jane. Jane is the coordinator of federal government information. She has 40 years of experience, she started her career as a public librarian and moved into school libraries. She arrived to her current job in 2007. She fell in love with the world of government documents and has taken on the special task of taking on other languages especially Spanish. With that I will turn the virtual microphone over to Jane who will take it over from here.

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Good afternoon, everyone, welcome and thank you for here. As Joe said, about 100% of my users speak Spanish. I have spent many years adding faculty members and students and community members oh please, that is great, can I have it in Spanish, are you sure I can trust this? I want to talk a little bit today about how you can get your users who are speakers of other languages and I suspect sometimes your native users to government information. Rather than letting you know about specific resources in other languages, I want to talk about how I go about finding those resources let's get going. A little background on the information that exists on how America's and other people from other countries feel about government trust. This slide is the public publication. Surveying 22 countries in 1920 21 about trust and government. Which I think we all know is an issue in our world today. Whether that is national and local or whether it owes, those factors include an important coordination. How does the government respond to public need. How open and transparent is the government with the information? Integrity and some of the questions in this survey had to do with how we feel our integrity of our public officials and fairness. Whether or not the government treats all of its citizens with the quality and fairness there other factors that turn out to be very important in how we look at our government and how much we trust it. Our individual and group identities our traits from those groups and how they have been treated in the past and our preferences in terms of politics. It has to do with is the government committed and effective in dealing with the changes. All of those are doctors not just for our users who speak other languages but for everyone. We are split free evenly between those people who say they do trust the government most people that do not trust the government. How much trust we have in our institutions very for what those institutions are. This is 22 countries. Not just the United States. Our court systems our first responders and our trust higher than our trust in national government. I won't make any comments on that but, I think those are some very telling statistics and what we think in our users. Within the survey, groups at our disadvantage. Women, people who have lower income. I came across this trust in Government act of 2022 I think it is extremely telling and what we are dealing with currently in terms of lack of trust in government and lack of trust and information. Directed at improving the service of agencies and the perception of agencies within the government. Talking a little bit about our people who are speakers of other languages. At the moment, the Central Bureau managers, they speak a language other than English. That's not to say many of those people don't also speak English but they speak a second language at home. They group goes into smaller groupings. 381 languages were spoken within the United States. The map here illustrate from dark purple to light blue where speakers of other languages are geographically located within the United States. Within those locations there may be speakers of multiple languages. There may be speakers of one language and in the case of the United States, the census is that Native American languages are also

other languages and that also would reflect in the United States. These graphics from the census, if you are interested there are a couple of links here. Illustrating those people who speak other languages. What those languages are, what ages of people speak them. If you are interested in your area, looking at the Census Bureau information, they give you some help in identifying who those users are and what languages they speak and how many people there are and what age groups they belong to. They need to be able to offer better service to those people. This slide contains information. This is the study that happens to be going here with a full article immigration and language diversity indicating that we are in an age where the percentage of people who speak only English at home has fallen. They only spoke English at home in 1980 to 79% them speaking the language of other English, it rose more than 20%. How many people is that? Five years and older speak a language that is not English at home and is 59.5 million around 60 million people who speak other languages estrogen with increasing numbers of people speaking Spanish at home so just to give you a little idea this article is very detailed and very interesting if you want to take time to go look at it and read it. These are some strategies that I have picked up in my reading and in my 15 years of working with native Spanish speakers for how you can reach your users of other languages. One of them is simply learning about getting factual information, speakers of other languages in your area. Excuse me again. I have allergies today. Just knowing what groups are in your area and what languages they speak and Puerto Rico, virtually all of my user speak Spanish. Even within this population, there are there were groups of people from India who speak it. Even within an area, most of my user speak Spanish don't invent the wheel over again. Partnerships with organizations that have two groups in your area that speak other languages. It is very likely that there is a book club of people who speak Chinese or a group of Spanish people look for those cultural organizations and work with them off the presentations on government documents. Go to their organizational meetings and take the computer and take literature that is a possible interest to that group. One of the things I have done with students because our nursing students do them in homes for senior citizens here. It is to order literature in Spanish on various aspects of aging and how our nursing students take those into the communities. Look for those opportunities where you can work with groups that already exist. Tailor your outreach when you are thinking about how do I reach out to people who speak other languages. Where do they get their information, how do they get their information from. Is it social media, as it grandmother's home realities, is there a community leader within communities that people look to for information? And identify those people and where they go to get their information. Reach out to them and say I have information that could be useful about schools, about healthcare. Could I work with you to reach out to your community? Work with local government agencies. They are culturally based the entity of the municipal city government. They let me know, we are having a meeting, there's going to be a car show this weekend at which there will be numerous young people and elderly people. We would like you to come set up a table and reach out to that group. Working with your local government is another thing you could do you. If you have staff members who belong to other groups who speak other languages of people in your area, talk to them and use them. Work on learning another language or self. You may not ever become a fluent speaker. I know that I'm never going to write the next great cultural knowledge novel in Spanish, but my ability to communicate is pretty fluent. Being able to at least use some phrases or words between some language of your users, if nothing else it makes them feel cared for. When I have users who are resistant to trusting government, I will say here's the government report on climate change. Now let me show use other articles from magazines or from newspapers that corroborate, that are saying the same things that this government information is saying. And that won't help for them to see okay, where do I go to find resources? Even though the U.S. government does publish more in Spanish, the government also publishes in numerous other languages. Might go to starting point is [USA.gov](http://USA.gov). All things U.S. government. There are lots of ways to search. You can change it to Spanish if you are looking for other languages, you can search just using the general term other languages or you can use the name of the language with the publications

or Vietnamese publications and you will find information on publications in other languages. Many times those publications will continue to lead you to other sources. I highly recommend that when you find something that you know is important to your users that you download a copy and keep that copy in your computer, on a USB drive and perhaps even print a copy. I say that because information published in other languages tends to disappear faster than information published in English. Please be aware that you may find something one day tried to make a copy of it if it is something you can use to support your clientele. The GPO is also a useful source of publication of other languages. You can put publications of other languages to this search for history in French. You won't find publications that way. Those publications will lead you to other publications. The more you do it, the more you will find yourself reaching out and able to find information in the language you are looking for if it is there. One excellent way is to find information department agencies, look for the agency and then go to the agency website looking for other languages or French or Spanish or Vietnamese or whatever the language is that you are looking for. We're going to go live to those in just a few minutes. A few specific areas where there are multiple languages that are important in speakers of other languages. The first where you can sign up for Obamacare the Italian, Japanese, the site has resources of other languages. The national institutes of health published multiple things in other languages. They change the in tire site to Spanish and they are also missed resources in varying other languages. Korean, Vietnamese, they will get you to resources and other languages. The CDC publishes resources in multiple languages and has the ability to change this to Spanish. They also publish information on the U.S. citizenship, how to get a green card in multiple languages as well. The drug administration offers multiple publications in other languages and as you can see, there is a blue button, publications and other languages, you go to lists of other languages that the FDA uses for publications. The Federal Trade Commission publishes multiple consumer resources and other languages also. With the FTC and with many other agencies, there will be a way to either download those resources as a PDF or order physical copies in bulk order. These are just a few examples of resources from city and state governments and other languages. Resources about immigrant services in New York City resources from Minnesota judicial branch in other languages and resources from caliph Anya. Permits and registration to the sake of caliph or new. So now let's go on and take a look at how to find some of those resources in various places. I am going to share my desktop I should now be sharing my desktop and you should be able to see USA.of. If for some reason you cannot please put it in the chat so that Kelly knows that you have a technical problem or that I have a technical problem. You can search, I am going to start with very generic other languages and what you see are CDC resources and other languages. Other languages marketplace, about language use from the Census Bureau. Other languages from the Social Security Administration. Medicare information another languages. Most of them are not seriously academic level. The resources that your users need for their daily lives. Washington state other languages. On and on, the Internal Revenue Service. The list is pretty major for finding information another languages. I am going to just choose and open one of these. And here you are, citizenship if you scroll down the page you will see that you can choose and search by content, you can choose by language and there is a multiple list of languages. American sign language, French. An impressive list of languages. Publish materials. I markup the language I confuse if I would like a type of publication. I'm going to leave this blank and do a search so that you can see what kind of information I will be able to download that publication. If I have a user that needs it, information is available. I'm going to back up here and go back to USA.gov. Okay there is a new better version of USA.gov out. If you want to try that out they will then ask you to tell them how your experience was. I can switch in this case to Spanish and I can do a search in Spanish for whatever I'm looking for. I'm going to put COVID because I know that we will be. Information about COVID in Spanish from USA.gov unemployment benefit. A variety of information in Spanish I do seminars and workshop and government information I show them USA.gov in Spanish so that they are aware that they can if they are not comfortable searching, use Spanish to search. I also point out that you find more resources but that the option does

exist in Spanish. I'm going to go back to English. If I drop down the menu I will find the A to Z index. If I switch to this version then I will find that list about the U.S. and its government it is further down, excuse me it is here is down at the bottom under government information. If I click on the I get this agency list of U.S. government departments and agents. I can search for an agency or I can go to the letter of the alphabet if I know the name of the agency. There is also within this index contact information for each state and territory, I am going to click on D so that you have an idea, here's a list in alphabetical order of the United States government agencies. Most of these the defense. There is also some state government agency the Department of Education and the Department of Education and Department of Homeland Security. I'm going to click on the Department of Education what I didn't get some a little bit more detailed information about the Department of Education if I want to see more about whether they publish and other languages, I need to go to the website Department of Education and the website gives me lots of information and if I want to know, sometimes there is a way to change sometimes there is a button that looks similar to this that says language assistance, I can click English or Spanish and leave the information, I'm going to go to Spanish and here we are with information that gives me a way to contact them, resources in Spanish and other information that exists in the website if other websites you may actually have to do a search to other languages to see what is there. I am now going to move on to the catalog and again I'm going to do a search and just going to put other languages and what comes up in the catalog when I search to underlying bridges would be things like the direct secretary affairs to make it available in English and Spanish and other commonly spoken languages. I will come across things that have a title in English but are probably in another language getting help in a language other than English this will give me some information on other languages. I can also search by topic of language. I am going to a basic search. And I'm going to put French publications to see what results I get. And here I have some information in French, some information that has to do with French site but there is information here published in French. When you start for the first time looking for information in another language time-consuming a little bit difficult. I'm going to put here safety in Spanish a topic in Spanish to see if I get information and I do. I am looking for any information on the safety and I want to in Spanish. I put the topic and then the language, they will give me result on various aspects in Spanish. Protection if you for money laundering so, you find always it starts with the most recent year so that is just an idea on if the resource and electronic form, then the Internet access here. I can click on the. Oh dear, I may have to go through because I am at home, I have to go through bunch of catches to get to the document so I am not going to waste our time doing that can get to the actual document to other languages by clicking on the Internet access in the catalog. I'm going to go to one final site. To give you an idea of what the CDC is, I can switch it for Spanish, I can click other languages which is what I'm going to do and the CDC will take me resources and languages. The lower information and other languages, the topics include emergency preparedness, diseases, data, have healthy living and down here are some COVID materials and other languages and various other languages information on monkeypox you will see multiple resources. About tuberculosis, there is just one in French. Will be multiple multiple resources. Does not want to let me filter languages today. And I will now find Grbic, French, Russian. More Russian, tug log, if I continue there will be 1193 items having to do with COVID, they were translated into numerous other languages. I'm going to return to the home page of the CDC and switch it in to Spanish. It looks almost identically the same as the English page. There is usually a major thing that CDC is working on. In this case it is the RVS virus. If I continue, there will be information on outbreaks there will be notices. Having to do with health, washing your hands, the answer intermission about vaccination all in Spanish videos in Spanish as well so other agencies in particular, our health agencies thank you very much for listening and please if you have questions or comments put them in the chat box.

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Thank you, Jane, excellent webinar is always will the Census Bureau have the statistics on what languages are in our area?

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Limiting the geography and looking at language information if you go to those two weeks put in they will need to do other publications within them, the extensive tables what languages were spoken. Yes, the Census Bureau will have that information.

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Do you have any advice on resources and tribal languages in particular?

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I don't, but because I don't work in an area where they are spoken. I am thinking Todd, do I have Todd's last name correct? And you could contact in the areas for putting Scott's contact. You can contact colleagues who are in the areas where there are still travel nations, I would suspect they would have it. I suspect that if you go to the Census Bureau and search for travel nations or tribal languages, you also find that information. I don't specifically know it's because it's not important in my area.

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Thank you, Jane and. And other questions for Jane? How many of these websites I wonder are all using artificial intelligence to translate these things on the fly or something like that? Creating new documents.

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I don't know, I don't know if agencies are so using people to translate or most of what is published in Spanish is translated into Mexican Spanish.

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Probably a lot of people like myself have been reading about these new artificial intelligence things that are generating incredible text that are generating a type of concern from a person and a machine and using it for purposes.

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That is a very interesting question and I am going to do some more research on it and see if I can find out something and I will let you know.

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Thank you. Thank you. Any more questions for Jane? I am supposed to stop at or before 3:00. I can't go beyond that. So we have a little bit of time. In the meantime, let me thank Jane again for another great webinar she has presented many webinars for us. We really appreciate it. I would also like to thank my colleague Kelly Seifert for keeping everything running smoothly. This is the last, I believe it is the last webinar for November. We have some webinars, two webinars scheduled for December. The next one is Tuesday, December 6th. Also presented by Jane. The separation of church and state, what does the government publish about religion. That should be another great webinar. Don't forget our fall conference. All of the great presentations were recorded. The conference was October 17th they were all recorded as was the preconference, October 12th. That is all in our webinar archive. Kelly if you put the satisfaction survey in the chat, I appreciate that and also those link, we have our webinar, the last two or three years, and also a place for some material but also, anyway, you can find out about our webinars if you sign up for our email service and check our website. Also, if you want to volunteer, please let us know. And we would be very happy to have a webinar. Let's see if we have any other questions the information from Kelly's satisfaction survey so please give that a look.

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Let me see. Have other last questions. Okay, Jane. We also will be posting a PDF and other information, should be there either tomorrow or the next day if you want to listen to it again, it will be there either tomorrow or the next day and, let's see if we have any other questions. A couple of minutes, any last questions for Jane?

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Thank you.

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Let's see. It looks like we don't have any other questions, I will close things out.

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We really appreciate all the hard work you do for us. Check out those conferences, great information there. Have a great rest of the day. Thank you.

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Thank you. [Event Concluded]