

Modulo 6:

English @t the circulation desk,
aiutare gli utenti stranieri in
biblioteca

English @t the circulation desk: language practice for librarians

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***Abstract:** il contributo riferisce sul lavoro svolto nell'ambito del corso e presenta, attraverso attività ed esercizi con soluzioni, la terminologia di uso più frequente per descrivere i servizi della biblioteca e spiegare agli utenti come utilizzarli.*

***Abstract:** the paper refers on the course and presents, by means of activities and exercises with keys, the vocabulary most frequently used to describe library services and explain users how to access to them.*

***Keywords:** library services, English for special purposes*

Il corso in oggetto aveva come obiettivo quello di far acquisire la terminologia inglese, che può essere utile in biblioteca, e al tempo stesso correggere gli errori di espressione. La durata era di 25 ore, delle quali 12 in presenza: il compito sarebbe risultato impossibile volendo partire da zero, per questo si richiedeva ai partecipanti una conoscenza pregressa della lingua pari a quella che il Quadro Comune Europeo di Riferimento per le Lingue (CEFR) definisce A2¹, descritta come segue:

Comprensione:

Ascolto: Riesco a capire espressioni e parole di uso molto frequente relative a ciò che mi riguarda direttamente (per esempio informazioni di base sulla mia persona e sulla mia famiglia, gli acquisti, l'ambiente circostante e il lavoro). Riesco ad afferrare l'essenziale di messaggi e annunci brevi, semplici e chiari.

Lettura: Riesco a leggere testi molto brevi e semplici e a trovare informazioni specifiche e prevedibili in materiale di uso quotidiano, quali pubblicità, programmi, menù e orari. Riesco a capire lettere personali semplici e brevi.

Parlato:

Interazione orale: Riesco a comunicare affrontando compiti semplici e di routine che richiedano solo uno scambio semplice e diretto di informazioni su argomenti e attività consuete. Riesco a partecipare a brevi conversazioni, anche se di solito non capisco abbastanza per riuscire a sostenere la conversazione.

Produzione orale: Riesco ad usare una serie di espressioni e frasi per descrivere con parole semplici la mia famiglia ed altre persone, le mie condizioni di vita, la carriera scolastica e il mio lavoro attuale o il più recente.

Il prerequisito linguistico ha motivato una selezione dei partecipanti: alcuni non si sono candidati; altri, che pure avevano le competenze linguistiche richieste, non hanno potuto partecipare per ragioni di servizio e si sono ritirati appena il corso è stato aperto. Nonostante ai

¹ Il CEFR e i suoi scopi sono alla pagina <https://bit.ly/2GQxi36>, mentre la tabella di autovalutazione utilizzata è reperibile a: <https://rm.coe.int/168045bb5d>

sistemi fosse stato chiesto di facilitare la frequenza agli iscritti, e nonostante la volontà ci fosse, non è stato sempre possibile organizzare delle sostituzioni nelle biblioteche per i 3 pomeriggi di lezione. Certo la scelta di tenere le lezioni nel pomeriggio non è stata felice, tuttavia il fatto potrebbe far riflettere sullo stato delle risorse umane nelle nostre biblioteche, anche se non in questa sede, il tema del presente contributo è diverso.

Al corso si erano inizialmente iscritte 58 persone, ripartite tra le due sedi, ma hanno effettivamente partecipato in 36. Vista la modalità seminariale la cosa si è rivelata un vantaggio per i partecipanti: a tutti loro, attraverso attività guidate, è abitualmente richiesto di parlare e di leggere in aula, cosa che non sarebbe ipotizzabile con più di 25-30 persone per volta. Non è semplice mantenere il delicato equilibrio tra la capacità di prestare attenzione e partecipare da un lato, e il tempo necessario a far parlare tutti dall'altro: con numeri eccessivi i tempi di ascolto tra una risposta individuale ed un'altra si dilatano eccessivamente, e si rischia che i partecipanti perdano la concentrazione mentre parlano i loro colleghi, il che non giova né a chi parla né a chi ascolta. Sotto le 30 unità, gestendo attentamente gli interventi, si riesce a mantenere il gruppo attivo per tutta la durata della lezione.

Scopo del corso era: “Fornire ai bibliotecari vocabolario e strumenti grammaticali per una corretta comunicazione della Biblioteca e dei suoi servizi all'utenza di lingua straniera in presenza e online”². Gli obiettivi didattici da perseguire e verificare erano “Descrivere l'ambiente e i servizi della biblioteca e il modo per accedervi in lingua inglese” e “Dialogare con gli utenti stranieri in biblioteca, fornire consigli e suggerimenti utilizzando espressioni semplici e chiare rispetto alle modalità d'uso della biblioteca e dei suoi servizi.”

Imparare la lingua necessaria a descrivere un ambiente e i servizi che vi si svolgono non significa semplicemente etichettare in modo diverso le stesse cose: ai partecipanti sono stati presentati materiali che descrivevano biblioteche straniere, che essi hanno potuto valutare, facendosi delle domande su servizi e spazi che non esistono nelle loro biblioteche o che non hanno incontrato in quelle straniere; altre volte hanno potuto notare che gli stessi servizi sono svolti con modalità diverse: si è trattato insomma di un'occasione per un confronto con realtà diverse, fonte di dibattiti ed idee che verosimilmente ricadranno anche sul loro servizio, ma che sono certamente ricaduti sulla loro preparazione professionale.

Nel contributo che segue si darà un breve saggio dei materiali e delle attività riadattandoli però alla forma a stampa: questa preclude sia l'accesso agli esercizi di ascolto e comprensione online messi a disposizione sulla piattaforma www.aibformazione.it durante il corso, che la ricchezza del dibattito in presenza - esclusivamente in lingua inglese - reso possibile dalla forma dialogica ed interattiva utilizzata.

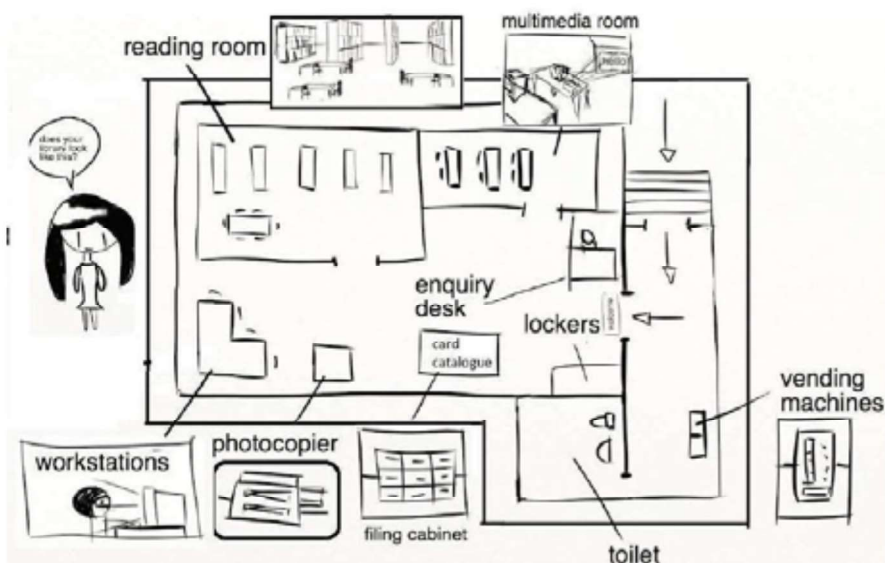
L'obiettivo didattico di questo contributo è principalmente presentare il lessico di base funzionale a descrivere gli ambienti della biblioteca, a spiegare l'accesso ai servizi, in particolare quelli di prestito, e a dare indicazioni spaziali. Viene inoltre presentato un sintetico modello, per comporre delle e-mail, con una breve spiegazione su questa forma di comunicazione.

Piuttosto che presentare delle liste di vocaboli, si è scelto di offrire brevi letture, esercizi di comprensione, completamento e abbinamento, che permettano di imparare attivamente, nonché una tabella di errori riscontrati frequentemente, con accanto la forma corretta.

Dopo questa breve spiegazione, tutto ciò che segue, fatta eccezione per alcune brevi note esplicative, è in inglese, e le soluzioni degli esercizi sono nelle note a piè di pagina.

Describing your library

² Le citazioni in questo paragrafo sono prese dal Disegno del corso pubblicato alla pagina <https://bit.ly/2vIMFuP>



³My library is not too large. In the entrance hall there is the enquiry desk, there are some lockers and two computers to search the catalogue. Some of our books are not listed in the online catalogue: you can look for them in the card catalogue, in a filing cabinet near the photocopier. The catalogue is ordered by author and by subject.

Most of our collection is listed in the online catalogue (OPAC), therefore you can browse our books, periodicals, films, DVDs and CDs also from the Internet. Most of our books are on open shelves in the reading room. The multimedia collection (CDs and DVDs) is in the multimedia room, where we also hold our information literacy courses. We teach people how to find and evaluate information in the library and on the web.

There is no canteen and no café, but there are some vending machines in the corridor, past the library entrance. There people can buy water, hot drinks and some snacks. Opposite the vending machines there is the door to the accessible toilets.

Are the following statements true or false?⁴

1. The library is on two floors.
2. You can use the computers to look for books in the OPAC.
3. Films and music CDs are on the shelves in the multimedia room.
4. Courses on information retrieval and evaluation are held in the reading room.
5. Vending machines are inside the library, next to the canteen.
6. People on wheelchairs can use the toilets opposite the vending machines.

Where? TO and IN your library

Prepositions of space

Insert in the blanks: *IN – AT – ON – NEAR – UNDER – BELOW – BEHIND – ABOVE – OVER – IN FRONT OF – BETWEEN – PAST – ON THE LEFT/RIGHT*

Position: Insert the right preposition looking at the library plan above.⁵

1. The library door is _____ the corridor _____ the stairs.
2. The enquiry desk is _____ the lockers.
3. There are lockers _____ the door.

³ M. Fontanin, The flexible librarian : English @t the Circulation desk, AIB, 2017, p. 21.

⁴Keys: W=wrong; R=right.

1:W (it is small and on one floor); 2:R; 3:R; 4:W (they are held in the multimedia room); 5:W (there is no canteen and the vending machines are outside the library entrance); 6:R.

⁵ Key to the exercise:

1: in – past; 2: in front of; 3: near; 4: in - behind; 5: on - under; 6: on - behind; 7: between; 8: at; 9: on - below – above; 10: over; 11: on the left - on the right.

4. The shelves are _____ the reading room _____ the reading desks.
5. The books are _____ the shelves: unfortunately, sometimes we find books _____ the shelves!
6. We found the lost book! It was _____ the shelf, _____ the others.
7. The photocopier is _____ the filing cabinet and the workstations.
8. The librarian is _____ the enquiry desk.
9. The library is _____ the ground floor, and it is on one level. _____ the library there is an underground storeroom, _____ there is just the roof.
10. The ceiling light _____ the vending machines is off, the corridor is dark.
11. At the end of the corridor, the vending machines are _____ and the bathrooms are _____.

Prepositions of movement

Insert in the blanks: TO – FROM – OPPOSITE – INTO – OUT OF – UP - DOWN – AROUND – THROUGH – IN – LEFT - RIGHT

Verbs of movement: WALK (ON) – GO (ON) – CROSS – TURN (left/right) – ARRIVE

This is the text of the audioguide to the library in the picture above. Fill in the blanks with the prepositions⁶.

When you arrive _____ the garden, walk _____ the stairs, turn _____ and walk _____ the library door. Turn right _____ the librarian’s desk and go _____ the multimedia room. _____ the shelves there you can find DVDs and CDs. Walk _____ the multimedia room and turn _____. The first door _____ your right leads you _____ the reading room: _____ the entrance you will see the bookshelves. Turn _____ and face the hall. _____ the reading room door you can see the computers. Turn right and walk _____ the hall and _____ the library. In the corridor, turn _____ and walk on _____ the end of the corridor. _____ your _____ you can see the toilets, _____ that door there are the vending machines. If you need a bar or restaurant, you need to walk _____ the library building. Walk _____ the building _____ the garden gate, then cross the street: _____ the gate there is a small restaurant.

Basic library services: Lending/borrowing⁷

Basic useful verbs: match heading with corresponding definition⁸

1. To borrow	A. lend (a sum of money or item of property)
2. To consult	B. extend the period of validity of (a licence, subscription, contract, etc.)
3. To loan	C. give, put, or send (something) back to a place or person.
4. To lend	D. grant to (someone) the use of (something) on the understanding that it will be returned.

⁶ Key to the exercise: in, up, left, through, past, into, on, out of, right, on, to, opposite, around, opposite, across, out of, right, to, on, right, opposite, out of, around, to, opposite.

⁷ The definitions in the two tabs are mostly drawn from ‘English Dictionary, Thesaurus, & Grammar Help | Oxford Dictionaries’. Definitions in *italics* were prepared by the author herself.

⁸ Keys: 1:D; 2:E;3:A; 4:F; 5:B; 6:G; 7:C.

5. To renew	E. refer for information to (a book, diary, or watch).
6. To reserve	F. take and use (a book) from a library for a fixed period of time.
7. To return	G. arrange for (a room, seat, ticket, etc.) to be kept for the use of a particular person.

Useful nouns: match heading with corresponding definition ⁹

1. Loan	A. the action of returning something.
2. Item	B. an arrangement whereby something, especially a seat or room, is reserved for a particular person (= to place a ...).
3. Renewal	C. a thing that is borrowed, especially a sum of money that is expected to be paid back with interest.
4. Reservation	D. an individual article or unit, especially one that is part of a list, collection, or set.
5. Return	E. a written or printed statement acknowledging that something has been paid for or that goods have been received.
6. Receipt	F. the action of extending the period of validity of a licence, subscription, or contract.

Read the Guide to the lending services below:

In order to borrow books or other items you need to join the library: you need to fill in a form¹⁰ with your personal data and show a valid photo identification (e.g.: identity card, driving licence, passport).

Once you are registered¹¹, you may simply use your health card¹² to borrow any sort of materials¹³.

You may borrow up to¹⁴:

- 8 books
- 4 DVDs
- 4 CDs

Books may be borrowed for 30 days, and may be renewed for a further¹⁵ month if no-one else has placed a reservation for them.

New books, DVDs and CDs are due back¹⁶ after a fortnight, that is 15 days, but may be renewed in case there are no reservations, otherwise they need to be returned.

If you need an item that is on loan¹⁷, you may place a reservation¹⁸ and you will receive a text message when the material is available. For high-demand books¹⁹, your

⁹ Keys: 1:C; 2:D; 3:F; 4:B; 5:A; 6:E.

¹⁰ Fill in a form: compilare un modulo.

¹¹ Once you are registered: una volta che sei/che lei è registrato.

¹² Health card: tessera sanitaria.

¹³ Any sort of materials: materiali di qualunque genere.

¹⁴ Up to: fino a.

¹⁵ For a further month: per un ulteriore mese.

¹⁶ Are due back: devono essere restituiti.

¹⁷ On loan: in prestito.

¹⁸ Place a reservation: fare una prenotazione.

¹⁹ High-demand books: libri molto richiesti.

name will be inserted in a waiting list, and you might have to wait a long time to get it.

Periodicals' latest issues²⁰ may not be borrowed, they must be read at the library²¹, but previous issues may go on loan for a week.

If you return any items eight days after the due date²², you need to pay a fine²³ before you are admitted to library borrowing services²⁴ again.

Now fill in the blanks with information about your library:

In order to borrow books or other items you need to join the library: you need to _____ and show _____

Once you are registered, you _____ card to borrow any sort of materials.

You may borrow up to:

_____ books

_____ DVDs

_____ CDs

Books may be borrowed for _____, and may be renewed _____ if no-one else has placed a reservation for them.

New books, DVDs and CDs are due back after _____, but may be renewed in case there are no reservations, otherwise they need to be returned.

If you need an item that is on loan, you may place a reservation and you will receive _____ when the material is available. For high-demand books, your name will be inserted in a waiting list, and you might have to wait a long time to get it.

Periodicals' latest issues may _____ they must be read at the library, but previous issues may go on loan for _____.

If you return any items _____ days after the due date, you need to _____ before you are admitted to library borrowing services again.

Library facilities & services

The following matching exercises will help you widen your vocabulary on library services and facilities. Can you couple heading with definition? Keys to the exercises are in the footnotes.

Part 1. A library starter²⁵

<p>1. Catalogue (US catalog)</p>	<p>A. A desk in a large public or academic library, usually located near the main entrance, staffed by a nonprofessional trained to screen questions, provide basic information about library services</p>
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²⁰ Periodicals' latest issues: l'ultimo numero dei periodici.


²¹ Note that consultation and consultazione are false friends. It is possible to consult a book at the library, but a consultation is the action or process of formally consulting or discussing, as in a public debate or with a doctor, lawyer, or other professionals.

²² After the due date: dopo la data di scadenza del prestito.


²³ Pay a fine: pagare una multa. Some libraries just "suspend users from loan" for a certain amount of time.

²⁴ Admitted to library borrowing services: ammesso ai servizi di prestito.

²⁵ "A library starter" – Keys: 1:D; 2:F; 3:A; 4:E; 5:C;6:B.

	and collections, and direct users to the reference desk or some other public service point, when further assistance is needed	
2. Circulation Desk	B. In most libraries the card catalog has been converted to machine-readable bibliographic records and is available online	
3. Information desk	C. The service point at which questions about how to find specific information or how to use library services and resources can be asked. Usually manned by a professionally trained reference librarian.	
4. Library card, Library ID (tax code, health card)	D. Comprehensive list of the materials in a library collection. The purpose of a library catalogue is to offer the user a variety of approaches or access points to the information contained in the collection.	
5. Enquiry or reference desk	E. Identification card, usually associated with a user code granting access to lending services, Wi-Fi, online services and so on. Some public libraries simply use the the health card or the tax code as identification.	
6. OPAC [Online Public Access Catalogue]	F. The service point at which books and other materials are checked in and out of a library..	



Part 2: In most libraries, but not all²⁶

1. E-readers	A. Automatic machine designed to release cards (for photocopiers, printers and so on).	
2. Card dispenser	B. The service which allows users to obtain books or documents held at other libraries.	
3. Filing cabinet	C. A printed document with blank spaces to insert data. It can also be available online	
4. Form	D. Devices used to read e-books.	
5. ILL-DD services	E. A large piece of office furniture, typically made of metal, with deep drawers for storing documents. It was used for card catalogues, now filing cabinets are disappearing, replaced by online catalogues.	

F. Part 3: Connecting and storing²⁷

²⁶ "In most libraries, but not all" – Keys 1:D; 2:A; 3:E; 4:C; 5:B.


²⁷ "Connecting and storing" – Keys: 1:E; 2:H; 3:G; 4:C; 5:A; 6:D; 7:B; 8:F.

<p>1. Plug</p>	<p>A. An electrical device receiving a plug or light bulb to make a connection. Multiple sockets are in a Power strip</p>	
<p>2. Flash drive, USB key</p>	<p>B. To link (computers or other machines) to operate interactively;</p>	
<p>3. Lockers</p>	<p>C. A thing made or adapted for a particular purpose, especially a piece of mechanical or electronic equipment. Examples are e-readers, smartphones, laptops, computers etc.</p>	
<p>4. Device</p>	<p>D. A machine that dispenses small articles such as food, drinks, or cigarettes when a coin or token is inserted.</p>	
<p>5. Socket</p>	<p>E. A device for making an electrical connection, consisting of an insulated casing with metal pins that fit into holes in a socket.</p>	
<p>6. Vending machine</p>	<p>F. Of computers connected to the same LAN.</p>	
<p>7. To network</p>	<p>G. A small lockable cupboard or compartment, typically as one of a number placed together for public use, e.g. in schools or railway stations.</p>	
<p>8. networked</p>	<p>H. A small electronic device containing flash memory that is used for storing data or transferring it to or from a computer, digital camera, etc.</p>	

Part 4: Library spaces²⁸

<p>1. Storeroom</p>	<p>A. area with materials for young children who are just beginning to walk.</p>
<p>2. Study room</p>	<p>B. the library area where books and other items for children (e.g. toys) are located, generally furnished with children-friendly furniture. It is not a silent area.</p>
<p>3. Toddlers' room</p>	<p>C. a shelf or area where new books are put so that they may readily be seen.</p>
<p>4. Café</p>	<p>D. Room where multimedia collections are stored and sometimes also used.</p>
<p>5. Children's corner</p>	<p>E. a room in which books are stored and from which can be fetched upon request. US closed stacks. Antonym: open shelf, open stacks</p>
<p>6. Multimedia room</p>	<p>F. area where it is possible to buy some drinks (coffee, tea, and so on) and eat some food. It could be inside or outside the library, and sometimes in an adjoining area.</p>

²⁸ "Library Spaces" – Keys: 1:E; 2:G; 3:A;4:F; 5:B; 6:D; 7:C

<p>7. New books</p>  <p>display</p>	<p>G. a room for silent study</p>
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Library collections: describing them

Our public library is spread on three floors. On the ground floor is the main reading room, where books are on open shelf, located according to the Dewey classification. Each book has a shelf-mark on the spine: Dewey class and 3 letters from the author's name or the title. Here you can find non-fiction, local history and fiction for adults.

On the first floor is located material for young adults: fiction, comic books, films, games and the computer room. The children's and toddlers' area are on the second floor.

What's in your library....?

Books²⁹

1. Book	A. A book used as standard works for the study of a particular subject and all books in the reading lists for a school or higher education course.
2. Board book	B. A book giving information such as facts on a particular subject or instructions for operating a machine. <i>Syn</i> handbook.
3. Comic book	C. A book, document, or display providing information on a subject or about a place.
4. Textbook	D. A book for very small children, with the pages pasted to heavy cardboard.
5. Rare book	E. A magazine that presents a serialized story in the form of a comic strip, typically featuring the adventures of a superhero.
6. Manual	F. A novel in comic-strip format.
7. Graphic novel	G. A book or electronic resource that lists the words of a language (typically in alphabetical order) and gives their meaning, or gives the equivalent words in a different language, often also providing information about pronunciation, origin, and usage. <i>Also</i> a reference book on a particular subject, the items of which are typically arranged in alphabetical order.
8. Travel guide	H. A book of special value or interest on account of its age, limited issue, binding, or other historical factors.
9. Dictionary	I. Written or printed work consisting of pages glued or sewn together along one side and bound in covers. In libraries a label on the spine displays the shelfmark.

²⁹ "Books": Keys: 1:I; 2:D; 3:E; 4:A; 5:H; 6:B; 7:F; 8:C; 9:G.

Electronic resources³⁰

1. CD-ROM	A. A compact disc, generally used to record music.
2. CD	B. An electronic version of a printed book which can be read on a computer or a specifically designed handheld device.
3. DVD	C. <i>Openly accessible database where scholarly materials in digital format created by an institution (e.g. a University) and its community members are preserved and curated.</i>
4. Audiobook	D. A type of compact disc able to store large amounts of data, especially high-resolution audiovisual material (for example films).
5. E-book	E. <i>A collection of library or archival materials produced in electronic formats or converted to machine-readable format for preservation or to provide electronic access, generally online.</i>
6. Bibliographic database	F. A compact disc used as a read-only optical memory device for a computer system.
7. Institutional repository	G. A recording (generally on cd) of a reading of a book, typically a novel.
8. Digital collection (or e-collection)	H. <i>A list with subject headings and thesaurus of books, articles and books chapters, often, but not necessarily, covering the literature of a specific discipline.</i>

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Serial publications (periodicals)³¹

1. Journal	A. A daily (or weekly) publication consisting of folded unstapled sheets and containing news, articles, advertisements, and correspondence on different fields. Examples: The Guardian, Il Sole 24 ore.
2. Magazine	B. Each of a regular series of publications. Ex.: the july issue of national geographic.
3. Newspaper	C. <i>A digital version of a print journal, or a journal-like electronic publication with no print counterpart made available via the Web.</i>
4. Database	D. A periodical that deals with a particular subject or professional activity, usually disseminating research in a specific academic field.
5. Periodical's issue	E. <i>A large, regularly updated file of digitized information related to a specific subject or field. Examples: PsycInfo, EconLit, and so on.</i>
6. E-Journal	F. A periodical publication containing articles and illustrations, often on a particular subject or aimed at a particular readership. Examples: Cosmopolitan, Internazionale, Der Spiegel.

Email: basic tips and a template

³⁰ "Electronic resources". Keys: 1:F; 2:A; 3:D; 4:G; 5:B; 6:H; 7:C; 8:E.

³¹ "Serial publications (periodicals)". Keys:1:D; 2:F; 3:A; 4:E; 5:B; 6:C.

Email is a relatively informal means of communication, at least not as formal as letters. Anyway, writing to people you do not know could be tricky: when in doubt, play safe and use a fairly formal tone. Remember: words of Latin origin sound more formal.

Below you will find an email template, with suggestions to write your own e-mails. The purpose is to give you a ready-to-use tool, but of course not all possible alternatives can be displayed.

E-mail sections:

To/cc (or bcc)	who are you writing to? When replying an email which was written to a large number of people, make sure you on write to the right addressee(s).
Subject	the reason for writing, what the email is about. Make sure it is clear and succinct.
Salutation	<p>When writing to a person: Formal: <i>Dear Mr/Mrs/Ms/Miss Smith,</i> Neutral/informal: <i>Dear John,</i></p> <p>When writing to a firm or organization: <i>To whom it may concern,</i> <i>Dear Sir or Madam,</i> <i>Dear Sirs,</i></p> <p>When writing to a colleague at another library (for instance, an ILL request) <i>Dear colleague,</i> When writing to a group (as in an e-mail professional group) <i>Dear All,</i></p>
Body	The content of your email, <i>see below for further details.</i>
Closing remarks	<p>In English one of the following generally precedes the ending and signature <i>Thank you for your help.</i> <i>Do not hesitate to contact us again if you require any further information.</i> <i>I look forward to hearing from you.</i></p>
Ending	Formal: <i>Best regards</i> Informal: <i>Best</i>
Signature	<p>Write your name and surname in a formal email, or just the name in an informal one.</p> <p>The signature is generally set, and goes automatically with your email. Make sure it can be understood internationally, though. Remember to insert your country code before phone numbers.</p> <p>In case you often write in English, consider setting in advance a dedicated signature.</p>

The email body:

This is the real content of your email. Here are some useful phrases and sentences:

Reference to previous contact	With reference to your email of 25th May,
The reason for writing	I am writing to enquire/complain about I apologise for I am pleased to tell you that / to confirm that
Asking for/offering help	I'd like your advice about a problem I have, Could you possibly ? Thank you in advance for your assistance Would you like me to... ?
Agreeing to requests/promising action	I would be delighted to... I will contact you again shortly
Making/accepting suggestions	I think we should... I suggest that we ... I suggest/ What about meeting on ...?
Giving bad news	Unfortunately.... I am afraid that ...
Enclosing documents	I am enclosing... Please find enclosed ...
Inviting	We would like to invite you to ... Please let me know if you will be able to attend
Accepting/refusing invitations	Thank you for your kind invitation. I would be delighted to attend. Unfortunately, I have another appointment on that day.
Stating one's position	I'm writing on behalf of I am acting as a representative of...
Apologies	Please accept my apologies

Now put in order the following:³²

Interlibrary loan enquiry³³

1. I read the information on your webpage, but I still need some details.
2. I'm writing to enquire about interlibrary loans.
3. As soon as I receive your answer I'll send details of the titles needed.
4. Best regards,
5. as on your page I only found information about the service within the UK.
6. Thank you in advance for your help.
7. Dear Colleagues,
8. Sheila Perco ILL librarian

³² Questi esercizi sono stati ripresi da Fontanin, *The Flexible Librarian: English @t the Circulation Desk.*, chapter 8: Email writing.

³³ The right sequence is: 7, 2, 1 - 11, 5, 12, 9, 3, 6, 10, 4, 8.

9. If this is not feasible, I would like to know if we still have to pay by money transfer or if IFLA Vouchers would be fine anyway.

10. I'm looking forward to hearing from you soon.

11. I would like to know if it is possible to request an Interlibrary loan also from a different country,

12. I also would like to enquire if we can operate on a mutual reciprocity agreement or not.

Unavailability of an e-journal³⁴

1. Although we have paid for the full subscription, our institutional users are still unable to see the whole collection.

2. As usual, in case you need to check the IP addresses I am available, just drop me a line.

3. Looking forward to hearing from you soon.

4. Dear Louis,

5. I suggest you look deeply into the matter to solve it once and for all.

6. Sara

7. I am writing to complain - again - about the online version of "International Philosophy".

8. If you need any other detail please contact me anytime.

9. Thank you in advance for your help.

10. As you may remember, this is not the first time the problem has cropped up.

11. Best,

Unavailability of an article for DD³⁵

1. With reference to your online request n. 3471, I am sorry to inform you that we cannot deliver the article you need.

2. Karin Lopez

3. I suggest you try at some other library.

4. Unfortunately, the journal you requested has been discontinued and we have no online access to the title.

5. If we can be of help in any other matter, please do not hesitate to contact us again.

6. Dear Ms Verri,

7. Best regards,

Learning from mistakes

You wrote...	You meant
you go out from the train station building	<ul style="list-style-type: none"> Go out OF the train station <i>You generally go out of a building</i>
Cross the Verdi Square	<ul style="list-style-type: none"> Cross Verdi Square <i>No article needed</i>

³⁴ The right sequence is: 4, 7, 1, 10, 5, 2, 8, 9, 3, 11, 6.

³⁵ The right sequence is: 6, 1, 4, 3, 5, 7, 2.

go always along/straight till Rome Avenue	<ul style="list-style-type: none"> go always straight on go always along London Street (<i>a name is required after "along"</i>) go on till/until you arrive in Rome Avenue (<i>till/until refer to time, not space</i>)
Pass over the church/door/square	<ul style="list-style-type: none"> Pass beyond/go past/cross <i>Over means "above, without contact": in order to pass over the church you would have to fly ;-)</i>
you may borrow until 10 books you may borrow until up-10 books"	<ul style="list-style-type: none"> you may borrow up to 10 books <i>For until see above: till/until</i>
Car parking	<ul style="list-style-type: none"> parking area or car park <i>"Parking" is a verb, not a noun. the areas with parking spaces (a parking space is the space for ONE car)</i>
Open shelf library	<ul style="list-style-type: none"> Open-shelf library <i>The noun is used as an adjective, you need the "-" sign. You can say the library is an "open-shelf" one, "with open shelves" or that it is "on open shelf," but not that it is an "open shelf library".</i>
Consultation, consulting Vs. For consultation, for consulting	<i>In English you consult a doctor, a lawyer, or another professional. See:</i> https://en.oxforddictionaries.com/definition/consultation . <i>In the library there are materials that</i> <ul style="list-style-type: none"> must be read at the library or for library use only <i>You may say the materials must be "consulted at the library" (less clear, but still clear) but not that some materials are for consultation or for consulting!</i>
Books may be acquired from the library.	<ul style="list-style-type: none"> Books may be acquired BY the library <i>FROM is a preposition of PLACE (far FROM here)</i> BY: preposition used to express the agent of an action.
non-material books	<i>Immaterial books? What are they made of?</i> <ul style="list-style-type: none"> non-book materials
task code fiscal code	<ul style="list-style-type: none"> tax code <i>A task is something you have to do!</i> <i>Fiscal code is not so easily understood by native speakers, See this funny conversation on tripadvisor:</i> https://www.tripadvisor.co.uk/ShowTopic-g187870-i57-k4343599-Fiscal_code_whats_that-Venice_Veneto.html <i>NB: foreigners (especially immigrants or asylum-seekers) generally know it by the Italian name, "codice fiscale".</i>

Progetti elaborati dai gruppi

Per il 6. Modulo ai gruppi è stato chiesto di preparare la guida in inglese di una biblioteca. Le indicazioni della docente, Matilde Fontanin, erano le seguenti:

In group, prepare a library guide for your library users including:

- *getting to the library (or libraries)*
- *description of available services*
- *access to services*

In case you come from different libraries, treat all your libraries as part of a system: in this case, some services may just be explained once (e.g. lending services) while some libraries may have special services. Directions and addresses will be needed for all of the libraries.

You need to deliver a .pdf file approximately 2 to 4 pages long - NOT longer than 4, please :D

In alcuni gruppi i partecipanti hanno descritto le loro biblioteche reali evidenziandone gli aspetti comuni, ad esempio il sistema di catalogazione o la tipologia, che potevano farne un sistema, altri hanno descritto una sola delle loro biblioteche, ma aggiungendovi caratteristiche di tutte le altre; altri ancora hanno creato biblioteche o sistemi completamente fittizi. Qui di seguito i lavori di due gruppi, riprodotti nella versione integrata con le correzioni della docente.

Elaborato 1: Study room group

Gruppo composto da: Valentina Bacinello, Virna Filippo, Lorena Gasparini, Antonella Vidal.

CODROIPO LIBRARY GUIDE

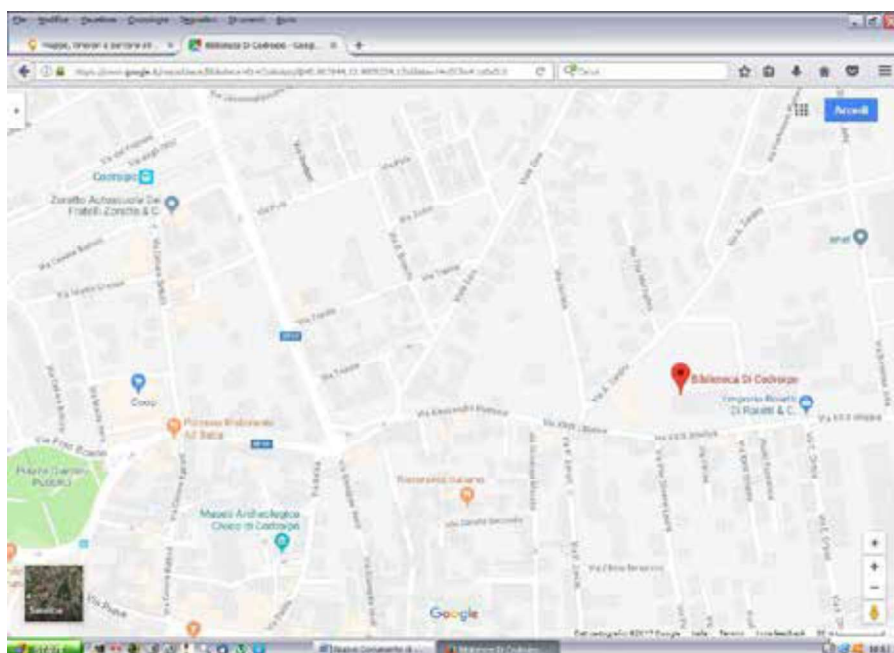
Via 29 Ottobre, 3 - 33033 Codroipo

Telephone: 0432 908198

email: biblioteca@comune.codroipo.ud.it

www.comune.codroipo.ud.it

HOW TO GET HERE:



By Train:

Once out of the Train Station, you go along G. Oberdan Square. Turn right into Vittoria Avenue. At the end of the road, you arrive in D. Alighieri Square. Take the first turn on the left into A. Manzoni Street. Walk straight along A. Manzoni Street and then keep walking along 29 Ottobre Street for about 400 metres, until you see the Library on your left.

By car:

There is a small onsite parking area. The nearest car park is on A. Zardini Street, a two minutes' walk from the library.

OPENING HOURS:

	MORNING	AFTERNOON
Monday	closed	15.00 - 19.00
Tuesday	9.00 - 12.30	15.00 - 19.00
Wednesday	9.00 - 12.30	15.00 - 19.00
Thursday	9.00 - 12.30	15.00 - 19.00
Friday	9.00 - 12.30	15.00 - 19.00
Saturday	closed	15.00 - 19.00
In July and August closed on Saturdays		

Staff:

Giorgio De Tina – Librarian Manager

detina.giorgio@comune.codroipo.ud.it

Gianni Bortolussi – Librarian

bortolussi.gianni@comune.codroipo.ud.it

Paola Bidoli – Librarian of the Children's Library

bidoli.paola@comune.codroipo.ud.it

Silvana Salvadori – Employee

salvadori.silvana@comune.codroipo.ud.it

AVAILABLE SERVICES:

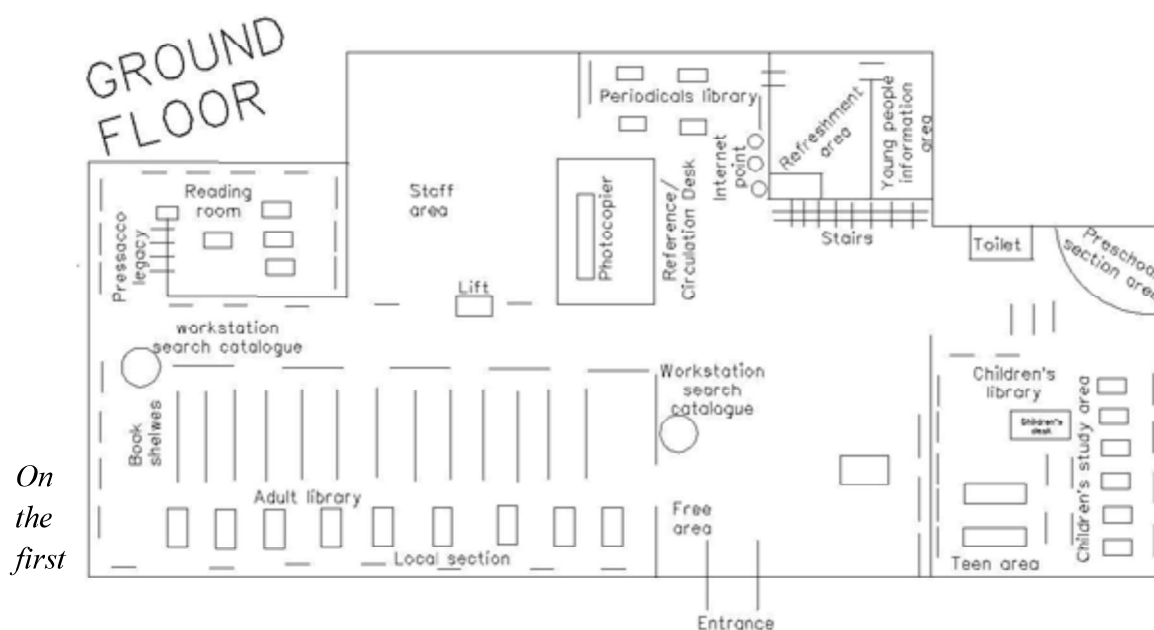
- Reading on site
- Lending services (books and other items)
- Interlibrary loan
- Reference and Information services
- Internet services (workstations, multimedia workstations, wi-fi connection)
- Multimedia room
- Donation of books and other items
- Teens and children's library
- Conference room
- Historical archive
- Young people information area
- Friulian Language desk
- Ancillary services

The Library is an open space on two levels.

On the ground floor you can find:

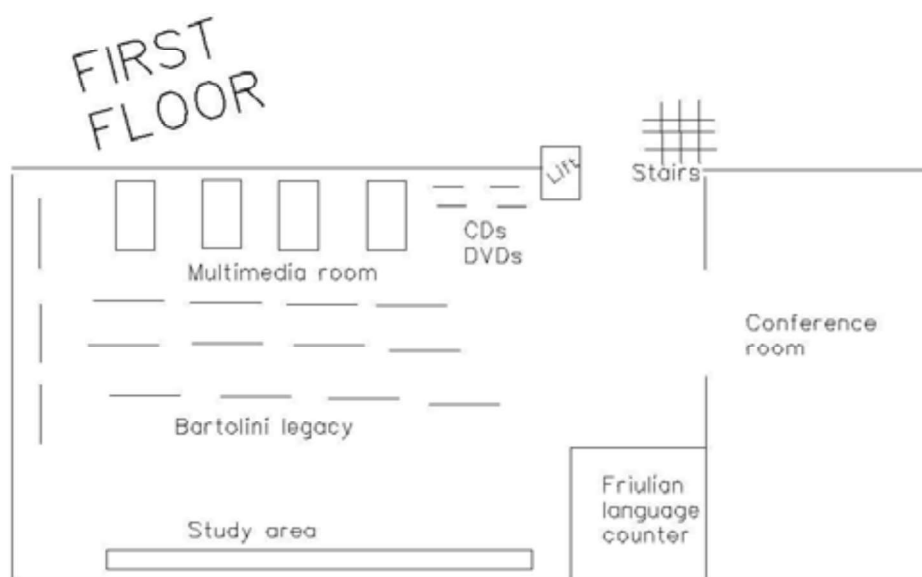
- **a free area**, where you can find brochures and event posters, leaflets, notices, job ads, *at the entrance hall*
- **the Adult Library with Local Section**, *on the left of the entrance hall*
- **the Children's Library**, which includes: the children's desk, the children's study area, the pre-school section and the teen area, *on the right of the entrance hall*

- **the Periodicals' Library**, where you can sit and read newspapers, magazines and periodicals, *opposite the entrance hall*
- **the Reference and Circulation desk**, where you can ask the librarians for any information and you can register and renew loans and return any item, *in front of the Periodicals' Library*
- **the Staff Area**, a private space for staff use only, *on the left of the Enquiry Desk*
- **a photocopier** to get photocopies and prints from PC and the Internet, *beside the Enquiry Desk*
- **A refreshment area**, with machines for drinks and snacks, *near the Periodicals Library*
- **Young People Information Area**, where young people can sit at workstations, *on the right of the Refreshment Area*
- **the Reading Room** (with the Pressacco Legacy), *in front of the Adult Library, on the left of the Staff Area*
- **the lift**, *behind the Enquiry Desk*
- **the toilets**, *near the stairs, next to the Children's Library.*
- *at the entrance, behind the counter, stairs lead to the Historical Archive, in a room in the basement*



floor you can find:

- **the Friulian Language Counter** (with the Bartolini Legacy), *opposite the stairs*
- **the Conference Room**, *on the right of the Friulian Language Counter*
- **the Study Area**, *on the left of the Friulian Language Counter*
- **the Multimedia Room**, audio-visual area with open-shelves where you can find CDs, DVDs, CD-Roms, audiobooks a.s.o. Here you can sit at the multimedia workstations. *It is opposite the Study Area, near the lift.*



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ACCESS TO SERVICES:

To access to the library services you need a **library card** with your user ID. You need to provide a valid document (e.g. an identity card) and your personal data for registration. Children and people under 18 also need a parent or guardian to sign for them in order to be registered as library users. The card is valid in all Middle Friuli Library System. The service is free of charge.

- Lending services and reading on site:

You need the library card to **register a loan**. The service is free of charge.

You can borrow books, audio-visual materials, such as CDs, DVDs and more.

The books can be borrowed for a month and the loan may be renewed, unless the item has already been requested by another user.

Registered users can renew their loans also through the library website, by typing their username and password.

You are allowed to borrow up to 3 audio- or video items for up to 10 days.

Reference collection (publications such as encyclopaedias, dictionaries, atlases a.s.o.) and periodicals (including newspapers, magazines and journals) may not be borrowed. These materials are for library use only: you can read them in the reading room or in the periodicals' room.

In case you do not return the items in due time, you will receive a recall notice; after two reminders you will not be able to use the library services for a certain period of time.
Lost or damaged items will have to be replaced.

The library is open access. The items are on open shelves and you can find out by yourself what you are looking for. You can ask the librarian for items you need or use the library catalogue to find shelf marks and other location information.

In the library you can find two types of catalogue:

- 1) the card catalogue, a collection of single records on paper cards ordered alphabetically by author, title and subject;
- 2) the OPAC (Online Public Access Catalogue). To search it, you need a workstation, connected to the Internet, or you can use your mobile.

- ILL (Interlibrary Loan) and DD (Document Delivery):

- **ILL:** In case you need any items that are not available, already checked out to other library users or not owned by the library, you may request them. You can also place your request online. This service may be free or have a fee for shipping charges.
The books generally arrive in a week from the booking date.
- **DD:** Articles and book chapters usually arrive within 24-48 hours.
Any expenses shall be refunded by the user.

- Reference and Information services:

The library provides bibliographic information and advisory services, assists you in documentary research and also provides information by telephone or e-mail.

- Internet Service:

- 5 workstations (connection allowed for 1 hour a day)
- 6 multimedia workstations in the Multimedia Room (on request)
- Free Wi-Fi connection
- 2 PASI Regional workstations which can be accessed using the health card

The access is allowed to users registered in any library of the system, through ID (barcode of the user card) and personal password.

Minors who are at least 12 years old can access to the service with the permission of a parent or guardian.

- Media Library Service:

In the Audiovisual Room there are:

8 Audio and Video stations, 6 of which are multimedial.

In the Media Library you can borrow up to 3 documents for 10 days, but renewal is not possible. You must return the borrowed materials to the library within the deadline.

The Media Library is a useful service to encourage citizens to use computer and new multimedia technologies, to promote communication, information and entertainment.

The Media Library can be accessed by users registered with the library system of Medio Friuli, provided they are at least 18 years old. Registered users who are 14 years and older, authorized by a parent or guardian to use the internet service, can also have access to the media library.

- Donations of books and other documents:

The library accepts donations of books and other documents. Materials must be delivered to the library to be evaluated and selected by librarians. They may be acquired by the library, donated or discarded.

- The Children's Library:

which includes: the children's desk, the children's study area, the preschool section and the teen area.

- Conference Room:

To use the Conference Room individuals, organizations and associations must submit a request to the Town Hall offices. The fee is €100.00 for 3 hours. The room may not be used during library opening hours.

- Historical archive:

The historical archive of Codroipo Town Hall is held in the library. The documents concern the political, administrative, social and economic life, history, art and culture from the early 19th century.

The city administration is responsible for the holding of its archives in all its phases (training, preservation, access).

The city archive is under the supervision and protection of the Archival Superintendence of the Friuli-Venezia Giulia Region.

- Valuable collections:

In the library of Codroipo there are two valuable funds: the archive of Don Gilberto Pressacco and the archive of the writer and screenwriter Elio Bartolini.

Don Gilberto Pressacco was a musicologist, choir director and Friulian priest. He was born in 1945 and died in 1977. Besides being a priest and a teacher in various schools and at the Conservatoire of Udine, he did historical researches, mainly on the history of music in Friuli. He researched on the figure of Giorgio Mainero and also studied many aspects of the history of the Church in Friuli.

Elio Bartolini was a writer, poet and essayist partisan, was born in 1922 and died in 2006. He lived mainly in Friuli, in the lowlands of Varmo, where he set many of his stories and books, some of which gained many awards. Elio Bartolini was a thorough intellectual, hungry to know the truth of history and of human beings. He used writing as a means for intimate and social growth, as a tool for personal knowledge and constant reflection upon the world.

- Young People Information Area:

where young people can use workstations to look for information on study and work.

- "Sportel pe lenghe furlane":

The "Sportel pe lenghe furlane" (desk for Friulian language) is active in the library during the highlighted hours, located in the dedicated section.

Its main activities are:

- Promotion of law 482/99 for the protection of historical linguistic minorities, as regards the local language (Friulian);
- Coordination of all the offices of the municipality for the use of the Friulian Language in all the areas of the public administration;
- Design and management of projects financed by regional laws;
- Assistance and advice to schools and municipal associations for the preparation of applications fostering the protection and promotion of the Friulian language and culture;
- Realization in the Friulian language of informative material for citizens: sheets and documents, press releases, websites and forms used in municipal offices;
- Translation in the Friulian language of posters and communications to the public, when requested by citizens, associations, schools and companies of the municipality;
- Support, collaboration and promotion of activities on the territory concerning the Friulian language and culture.

- Ancillary services:

- **Photocopying services and prints:**

The fees are as follows:

A4 Eur 0,10; A3 Eur 0,20; color prints Eur 0,50.

- **Vending machines** with drinks and snacks *at the entrance hall.*

Elaborato 2: Silent study area group

Gruppo composto da: Bin Valentina, De Spirt Annamaria, Frassetto Ameesha, Gaiatto Chiara.

PALCODA PUBLIC LIBRARY (fictitious library)

Address:

Via Mazzini 10

33092 PALCODA (TM)

Tel: 0427-707070

Web site: <http://biblioteca.comune.palcoda.it>

Email: biblioteca@comune.palcoda.it

Staff:

Maria Chief Librarian, Simonetta Librarian, Andrea Volunteer

Opening hours:

From Monday to Friday 2 p.m.- 6 p.m.

Saturday 9 a.m. - 12 a.m.

LIBRARY GUIDE

1- Getting to the library:

The Public Library is located in the heart of the city, Via Mazzini 10, opposite St. Christopher Church, next to the Public Gardens. It is easy to reach by bus, on foot or by car.

If you arrive in town by train you can take bus number 9 to the City Centre (tickets are sold on the bus). You have to get off the bus at the third stop in front of St. Christopher Church. You will find the library on the other side of the road.

If you like to walk, it will take 15 minutes from the Central Railway Station. From the Station head to the right, keep walking along the bank of the river until you arrive in front of the Town Hall, then turn left in Via Mazzini, walk for about 300 metres till you see the Library, a green building on your left.

If you arrive by car, follow the direction signs to "Public Library". You can park your car in the free parking area at the back of the building. Next to the main entrance there is a reserved parking area and an access ramp for people with special needs.

2- Description of available services:

In the Library you can:

- Ask for information and register at the Enquiry or Reference Desk. After registration, you can borrow books and materials.
- Browse the catalogue using the workstations.
- Use the photocopier.
- Borrow books, CDs and DVDs.
- Use Interlibrary Loan and Document Delivery.
- Access the Internet.
- Ask for "home delivery loan" for people with special needs. Our volunteer Andrea will manage it.
- The Library organizes activities for children and adults such as: NPL, CREL, Youngster Project and readings for children. There are groups of readers who meet once a month to talk about books. The Library also organizes book presentations and meetings with local authors, work exhibitions by local artists and art school students, courses of English, painting and handcraft.

Ask the librarian for more details!

3- Access to services:

- You need a library card to have access to library services. You can request it at the Reference Desk in the hall on the ground floor. What you need is to show your ID card and tax code. The librarian will help you to fill in the form. Subscription is free of charge. For underage people, registration must be submitted by parents or guardians. Registration at the Library means that you will be able to borrow books, have access to the Internet connection and use the workstations. Checking in and checking out of books and materials must be carried out at the Reference or Enquiry Desks.
- Books can be borrowed for up to 30 days. If you need more time to read the book, you can renew the loan up to other 30 days. Encyclopedias, dictionaries and manuals cannot be borrowed. You can consult them in the Reading Room.
- Books are arranged on open shelves according to the DDC (Dewey Decimal Classification).
- Once you've consulted books, remember to leave them on the charts! Please do not put them back on the shelves by yourself!
- For tactile books, large print books and board books please ask the staff.
- New acquisitions are displayed on the shelves near the main entrance.
- CDs and DVDs can be borrowed for up to 10 days.
- If you would like to watch a DVD or listen to music in the Library, please bring your headphones or earphones from home.
- Using Interlibrary Loan and Document Delivery may request a fee.

- Workstations are in the Multimedia Room on the first floor. Using the workstations you will also be able to renew a loan on your own, if you are registered with the Library.
- Internet connection is free for 30 minutes.
- If you need to copy parts of books, newspaper articles, etc. you can buy and recharge photocopier cards from the card dispenser located near the vending machines. Prices are:
 - Black and white A4: 10 cents
 - Colour A4: 20 cents
 - Black and white A3: 30 cents
 - Colour A3: 40 cents
- You can use different rooms depending on what you need and what you are looking for: Multimedia Room, Reading Room, Silent Study Room, Local History and Traditions Room, Multipurpose Room, Periodicals' Room. There are also some specific sections for children and teenagers. A room for individual study (especially for researchers) is located on the first floor.
- Every room is accessible for people with special needs.
- Toilets are near the storeroom on the ground floor.