

Over the Phone Language Interpretation Language Line Solutions

Working with an Interpreter

Step 1: Starting the Session

- At the beginning of the call, your interpreter will tell you their name and ID number. Note this information for reference.
- Introduce yourself to the interpreter.
- Briefly tell the interpreter what you want to accomplish on the call.

Step 2: During the Session

- When you are on the call with the interpreter, talk as if you are addressing your library patron. Keep in mind that everything you say will be interpreted.
- Use short, concise sentences. Pause at the end of a complete thought.
- When providing complicated or detailed information, speak slowly and pause often. This allows the interpreter to note, retain, and relay the information. The interpreter may ask you to clarify or repeat something.
- Avoid technical jargon and try to explain any specialized terms or concepts.
- Avoid interrupting the interpreter or talking at the same time.
- Do not ask the interpreter for their opinion.
- When you are ready for the interpreter to talk with your library patron, pass the phone over to your library patron so the interpreter can tell them what you just said.

Step 3: Ending the Session

- Ask your library patron if they understood, and if they have any questions or concerns.
- Allow the interpreter to interpret everything before ending the session.

This information is adapted from the Language Line Solutions "Partnering with Your Interpreter" document:
https://www.languageline.com/hubfs/LanguageLine_Collateral/Partnering_with_an_Interpreter.pdf