

Methods for Meetings and Webinars

Including people with a variety of cultural and skill levels in the working language

Created by IFLA Section 32 Library Services to Multicultural Populations Standing Committee and its community

step 1 Communicate with participants before the event

Ask people to sign up in advance.

If appropriate, ask for their preferred languages

For meetings, encourage participants to email their questions or topics in advance

Provide the slide presentations and/or written agendas in advance

Provide any other information (documents, handouts...) in advance

Use simple language. Use visualizations whenever possible.

Encourage English language speakers to count to ten before they offer their opinion

step 2 Plan plenty of people and time to support all participants

Assign separate people to the following roles:

- Moderating the speakers**
- Moderating the participants**
- Note-taker**
- Technical coordinator**
- Coordinators for small groups in different languages**

Schedule time before the event for participants to log in

Plan for small-group discussions, possibly in different languages

For complex topics, consider splitting the session into multiple sessions

step 3 Support all participants throughout the event

The person moderating the speakers reminds them to use clear language, asks for explanations of special terms and abbreviations

see IFLA guidelines for WLIC speakers

For the most important questions: the moderator asks the participants one at a time if they would like to speak.

Show the presentation, agenda or other main information on screen

Any new information or discussions are visualized or written by the note-taker

step 4 Support all participants after the event

Provide ways to review and revisit the information (video, slides, minutes...)

Provide or crowdsource transcripts, video captions, or at the very least, summaries in other languages

Collect feedback from non-native speakers on their experience