

THE 24 LANGUAGES AUDIO FILES PROJECT

<http://medstat.med.utah.edu/24languages>

SEE AND HEAR HEALTH
INFORMATION IN MULTIPLE
LANGUAGES



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Introduction

What is 24 Languages?

The 24 Languages Project is an online resource that provides basic consumer health information in many languages. Website users can access information in visual formats, plus access recorded narrations of consumer health information for immediate listening, or download these recordings for later use. The narrations were provided by native speakers in their respective languages, and recorded in the Digital Video Studio at the Spencer S. Eccles Health Sciences Library. We also encourage users to print any of the materials provided on the Website. The Website address is <http://medstat.med.utah.edu/24languages> .

The project is possible due to generous grants from the National Network of Libraries of Medicine and the Institute of Museum and Library Services. Many generous partner organizations have also contributed the multilingual materials. These partner organizations include the Utah Department of Health, the Immunization Action Coalition, the Amputee Coalition of America, the Association of Asian Pacific Community Health Organizations, and several other government and private organizations.

Who can benefit from this resource?

The project's primary mission is to provide vital health information for individuals who speak little or no English, as well as healthcare providers, librarians, and others who serve them. There is a great need for online consumer-oriented health information in languages other than English on both regional and national levels. According to Census 2000 data, over 44 million Americans speak a language other than

English at home¹; 12.5% of Utahns speak a language other than English at home². A 1997 survey found that nearly 10% of all Americans 18 years of age and older experienced vision trouble, even with the aid of corrective lenses³. Therefore, not only is there a need for information in a visual format, but audio as well.

The 24 Language Website provides information in both audio and visual formats. Users can open and print hundreds of multilingual brochures addressing a great variety of health topics. Users can also listen to 200 online narrations of these materials, provided by native speakers of the relevant languages. The Website also provides English text of many of the materials.

How this booklet can help you

This booklet will guide you in maximizing the use of the 24 Languages resource for you and those you serve. It will walk you through utilizing the audio recordings for immediate listening and for downloading, as well as opening, printing, and saving the materials in visual formats. You will find tips on implementing the use of these materials in your library or organization. You will also find answers to frequently asked questions and contact information for the project.

¹ U.S. Census Bureau. Census 2000 Supplementary Survey Summary Tables. AT-02 Profile of Selected Social Characteristics.

² GCT-P11 Language, School Enrollment, and Educational Attainment: 2000. Census 2000 Summary File 3 (SF-3) Sample data.

³ Centers for Disease Control. "Summary Health Statistics for U.S. Adults: National Health Interview Survey, 1997" *Vital and Health Statistics, Series 10, Number 205, May 2002* page 33, Table 12.

Part 1. The Website

The project Website (<http://medstat.med.utah.edu/24languages>) is organized by language. Click on the desired language link to view a list of available brochures. Text in English for many of the brochures is available on the “English” page. Additionally, several of the brochures are bilingual, and include content in English in either a dual page format or at the end of the document. The Homepage also has a listing of similar Websites from other organizations; if you cannot find what you are looking for in the 24 Languages materials, you might find it on one of these other sites.

The 24 Languages Project:
Consumer Health Brochures in Multiple Languages

Electronic access to over 200 health education brochures in 24 different languages. This project is in partnership with the Utah Department of Health, the Immunization Action Coalition, AAP/CHO, and many others to improve access to health materials in multiple languages. We wish to thank the Institute of Museums and Library Services and the National Network of Libraries of Medicine for funding this project.

Click on a Language to Access Brochures and Sound Recordings:

[Arabic](#) | [Armenian](#) | [Cambodian](#) | [Chinese](#) | [Croatian](#) | [English](#) | [Farsi](#) | [French](#) | [German](#) | [Haitian Creole](#) | [Hmong](#) | [Japanese](#) | [Korean](#) | [Laotian](#) | [Portuguese](#) | [Romanian](#) | [Russian](#) | [Samoan](#) | [Serbo-Croatian](#) | [Somali](#) | [Spanish](#) | [Tagalog](#) | [Thai](#) | [Tongan](#) | [Vietnamese](#)

Related Websites:

EthnoMed	Hond River Community Health	Multilingual Health Ed Net
NSW Multicultural Health	ATMIM's Mental Health Links	New Mexico Refugee Health Program
Basaria Health	The Babshere Project	SC Ministry of Health
AAP/CHO	H.E.R.E. Project	Immunization Action Coalition
Health Access Project	HICUP - Chinese Health	Asian Data
Pregnancy Forenight Project	Vietnamese Community Health	Tópicos de Salud en Español (UIHSC)
Urban Health Partners	Asian American Health	Health/Roads Media

PLEASE: Direct any questions or comments to [Liz Workman](mailto:Liz.Workman@bb.med.utah.edu) at workman@bb.med.utah.edu

(24 Languages Website Homepage)

Icons and Files

Once a language page is selected, users can view what brochures are available, and in which format, for a given language. The corresponding images (icons) for each brochure indicate what formats are available. Each of these provides a different means of accessing the brochure.



PDF – PDF files provide a visual (text) representation of the materials.



RealOne Player – Stream audio narration.



QuickTime Player – Stream audio narration.



Windows Media Player – Stream audio narration.



MP3 Files – Download audio narration.

Background information on PDF files, audio files, plus tips on using these utilities are included in Part II, “Making the Most of the Visual and Audio Files”.



(Sample Language Page)

Part 2. Making the Most of the Visual and Audio Files

Here is some background information on the utilities used in the project. We hope this information helps you and your patrons in optimizing your 24 Languages Website experience.

“Streaming” and “Downloading” Audio Files

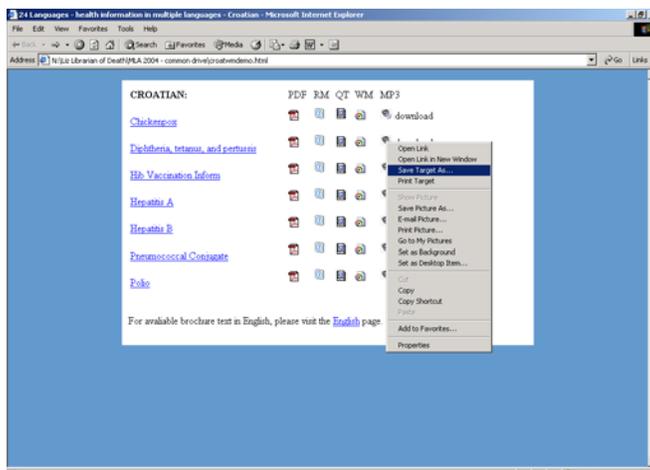
The audio files are available for streaming or downloading. You can either save a file to a disk (downloading) or simply listen to the file without having to save it (streaming).

To listen to (stream) a brochure:

- Click on the icon that corresponds to the media player you wish to use
- If the player has been loaded properly on the computer, it will open automatically and begin playing the file.
- It may take a moment to start.

If you wish to save (download) a file:

- Click on the mp3 speaker icon with the right mouse button, and choose Save Target As.



- You will be prompted to save the file to the place of your choice.

Characteristics of the Different Media Players

All of the media players function well in a typical high bandwidth library setting.

Player Comparison⁴	RealOne Player	QuickTime	Windows Media
Browser Compatibility	Excellent	Excellent	Excellent
Low Bandwidth Performance	Good	Fair	Good
High Bandwidth Performance	Excellent	Excellent	Excellent
Ease of Installation	Fair	Good	Good

Each has a slightly different “look and feel” and accommodates several functions such as fast-forward and replay. The corresponding buttons to these standard functions usually look like the same buttons on a CD or tape player: the button with a single triangle pointing to the right denotes play; clicking on the solid square stops the recording, etc. You and your patrons may develop a preference for a particular player.

Installing the Media Players on Computers

The manufacturer of each player offers a free version, in addition to enhanced products at cost. The computers at your location may already have these

⁴ Much of this information provided by *Designing Web Audio* by Josh Beggs and Dylan Thede. O’Reilly, 2001.

products; if not, they must be downloaded to each computer. Each company has a Website where users can download their products:

- RealOne Player - <http://www.real.com> . To find the truly free version, enter “realplayer basic” in the textbox and click “search”. Follow the links and look for the small “Free RealPlayer” link in gray text.
- QuickTime - <http://www.apple.com/quicktime/> . Look for the free player link, or choose “Download” or “Products” to find it.
- Windows Media Player - <http://www.windowsmedia.com/> . Look for the small “Free Media Player” link.

Once you have located the desired product, follow the instructions to download it. This may take a few minutes, depending on your connection speed.

Please share this information with patrons who wish to access the audio files at home.

Additional Information about MP3 files

MP3 files generally provide high-fidelity sound; however, MP3 files are often large and require much time to download if using a 56K modem connection. Therefore, if possible, allow your patrons to download MP3 files to a disk for later at-home listening.

Patrons who download MP3 files can play them at home with any of the media players discussed earlier.

Documents in a visual format

Most of the 24 Languages materials are available as pdf documents; a few of the brochures are alternately presented as html text. Adobe Acrobat Reader must

be downloaded in order to open the pdf documents.
In case you need to download the reader, go to
<http://www.adobe.com/support/downloads/main.html>
and follow the directions.

Part 3. Implementing Use of the Files in Your Organization

Looking at the big picture in your organization

To maximize the use of the audio and visual files for your patrons, it's essential to consider many issues. Are computers capable to adequately deliver sound plus visual materials? Is there a workstation secluded enough so that patrons' privacy can be maintained while they listen to the online sound recordings? Headphones can also maintain privacy while delivering sound; are compatible headphones available? Is there a printer available for patrons wanting to print the visual materials? Is the printer in a place that maintains privacy? Are library staff trained in assisting patrons in streaming and downloading the audio files, and utilizing the visual materials?

Equipment and sound delivery capabilities

To fully utilize the audio files, insure that your public computers are capable of playing them. Each computer should be equipped with a sound card and speakers (internal or external). If you need help in preparing your equipment, or are unsure if your patron PCs are capable of delivering sound, consult the personnel within your organization who setup and maintain your computers.

Audio formats and privacy

Privacy is an essential component in utilizing health information. There are different measures to secure a patron's privacy while listening to the narrations.

- Designate a separate area for streaming the audio files.

Set up a computer workstation in a separate, secluded area where patrons can stream the audio files without others possibly listening in.

- Provide headphones.
Purchase headphones that are compatible with your PCs. Allow patrons to use the headphones in conjunction with a computer in order to stream the audio files privately.

Additionally, patrons who use the pdf files should have a private area where they can read the brochures.

Facilitating file downloading

Some patrons may wish to save either audio or pdf files. There are particular services that will enable patrons to do so:

- Provide a place on each PC where files can be saved to a disk that patrons can take home. It is especially useful to provide several drives for downloading materials to different types of disks, such as CDs, zip disks, and floppies.
- Allow email access in your library. Instruct patrons how to send files as attachments, in case they will have access to email in the future but do not want to repeat the process of selecting files. As a part of this service, staff can be prepared to assist patrons in setting up an email account through one of the many free Internet email services, such as Hotmail and Yahoo.

If feasible, have blank, formatted disks available to either sell or simply give to patrons.

Printing the pdf files

The importance of privacy extends to accessing the pdf and html documents. If possible, printers used to print these items should be located in an area where other patrons cannot view and/or grab printouts.

Training staff to assist patrons

All those who assist your patrons should receive specialized training in the following areas:

Orient your staff with the Website

Bookmark the 24 Languages' Website on all your Internet browsers. Post the Website's URL at the information desk and all other appropriate areas so patrons and staff can easily find it. Introduce all staff members to the Website so they can familiarize themselves with its structure and assist patrons in navigating through the site to quickly find what they need.

Instruct staff members in downloading and streaming the audio files

Share the information in this booklet with your staff. Hold a friendly staff training session and encourage each person to stream and download some files.

Instruct staff to offer compassionate, sensitive service

The patrons who will utilize these materials may already be in an emotionally charged point in their lives. Individuals who are dealing with a healthcare issue, whether it be their own or that of a loved one, are often stressed, and need to be treated with extra kindness and consideration. Additionally, patrons seeking multilingual materials may have limited abilities in speaking English. A little extra compassion and patience can facilitate any conversation, not to mention brighten the day of someone who is undergoing a personal crisis.

Please emphasize to your staff *the importance of maintaining privacy*. Staff members should never discuss someone else's health situation, or say anything that will jeopardize a patron's privacy.

It may be useful to have a checklist if you incorporate this process into your organization's ongoing strategic plan (Appendix A).
You may even wish to customize your environment further to meet the unique needs of your patrons.

Part 4. Frequently Asked Questions

How do I download an MP3 file? Right-click on the speaker icon of the desired file. Choose "Save target as...". Save the file to the hard drive (usually C: or D:) a floppy disk (usually drive A:), a zip disk or a CD-RW (check what is listed to determine the proper drive).

How do I start playing (stream) an audio file? Simply click on the preferred media player icon of the desired file. If the media player has been installed correctly, the file should play after a brief moment.

If a file will not stream:

- Check if the media players have been correctly installed on the computer.

- Check if the headphones or external speakers are plugged into the computer in the right place.

If an audio file will not download:

- Check if you are downloading to the correct drive.

- Make sure there is a formatted disk in the desired drive.

- Consider your Internet connection. If you are using a dial-up modem connection, downloading might take a few minutes.

Part 5. Contact Information

If you have any questions or comments, please contact:

Liz Workman, M.L.I.S.
Hope Fox Eccles Clinical Library
4037 University Hospital
50 N. Medical Drive
Salt Lake City, UT 84132
Toll Free 1-866-581-5534
(801) 581-4686
Fax: (801) 581-3632
lworkman@lib.med.utah.edu

Appendix A Implementation Checklist

1. Computers have been tested for sound delivery capabilities.

2. RealPlayer, QuickTime, and Windows Media players are installed on all computers.

3. A designated computer has been placed in an area where patrons may listen to the sound recordings privately

4. Headphones are available for patrons (alternative to item 3 if secluded listening area not available).

5. All staff have been sufficiently trained in these areas:

Navigating the Website

Streaming and downloading files

Providing sensitive and compassionate service

6. You are informing your patrons about this resource.

Appendix B

Other Websites that Provide Multilingual Health Information

This list highlights some of the notable alternative multilingual consumer health sites. The 24 Languages Homepage also lists links to other such Websites. If you cannot find what you need in the 24 Languages site, we encourage you to visit these resources.

Healthy Roads Media

<http://www.healthyroadsmedia.org/>

Provides pdf documents, plus audio, and video-type files addressing many health issues. Includes materials in seven different languages, including English.

NSW Multicultural Health

<http://www.mhcs.health.nsw.gov.au/>

Quite possibly the most comprehensive multilingual health information site on the Internet. Includes hundreds of pdf and html documents, in dozens of languages. Provided by the NSW Multicultural Health Communication Service in Australia.

Eurasia Health

<http://www.eurasiahealth.org/index.jsp>

Click on “Multilingual Library” on the left sidebar. Search for materials by subject, keyword, and/or language.

EthnoMed

<http://ethnomed.org>

The EthnoMed site contains information about cultural beliefs, medical issues and other related issues pertinent to the health care of recent

HICUP – Health Information in Chinese

<http://library.med.nyu.edu/patient/hicup/>

Provides electronic access to quality patient education documents and consumer health information written in Chinese. The HICUP web site also provides links to other Chinese language health information web sites.

Vietnamese Community Health

<http://suckhoelavang.org/main.html>

The mission of the Vietnamese Community Health Promotion Project is to improve the health of Vietnamese living in the United States. This Website includes several publications in the archives sections and elsewhere.

If you cannot locate what you need through the 24 Languages Website, please visit these and other resources linked to our Homepage at

<http://medlib.med.utah.edu/24languages>