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PUBLIC SERVICE ANNOUNCEMENT

CITY OF ALAMOGORDO

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Video Relay Service Phone at Alamogordo Public Library

Alamogordo, NM Thursday, December 12, 2019. The Alamogordo Public Library is proud to introduce the new Video Relay Service phone for use in the community. The VRS technology is provided in coordination with the New Mexico Commission for the Deaf & Hard of Hearing (NMCDHH) and ZVRS. Alamogordo is the fourth New Mexico public library to acquire VRS technology. Video Relay Service phones are also available at the public libraries in Albuquerque, Las Cruces, and Roswell.

The VRS caller uses a video display, broadband internet, and a qualified sign-language interpreter to communicate with a hearing person. This specialized system allows people whose primary language is American Sign Language (ASL) to communicate in ASL rather than typing what they want to say. As a result, communication flows more naturally and those using ASL can express themselves better. Additionally, VRS calls may be made between ASL users and hearing persons in either English or Spanish.

The Library Manager, Sharon Rowe, said “We are excited to be able to offer the Video Relay Service phone to the citizens of Otero County. We thank the staff at NMCDHH and ZVRS for their assistance to bring this valuable service to our community.”

Video Relay Service is the technology and equipment replacing existing Text Telephone (TTY) or Telecommunication Device for the Deaf (TDD) services. The VRS phone at the library is free to use and is available when the library is open. Please contact the Reference Desk for more information. Email COALibrary@ci.alamogordo.nm.us or call 575-439-4148. The Alamogordo Public Library is located at 920 Oregon Avenue.

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Contact for this Release

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