

# Language, Culture, & Inclusiveness: Serving Our Communities

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# Learning Objectives

This presentation will discuss:

- the history, mission, and goals of WSYL services
- the communities Multnomah County Library serves
- why these services are so important
- ways staff engage and connect with patrons
- examples of programs, events, and outreach

We want to share with you why MCL does this work  
and why you should too!

# We Speak Your Language Services Overview

Presenter: Deanna Kohn  
Library Clerk  
Hillsdale Library

# We Speak Your Language

## Award Winning Services to Immigrants

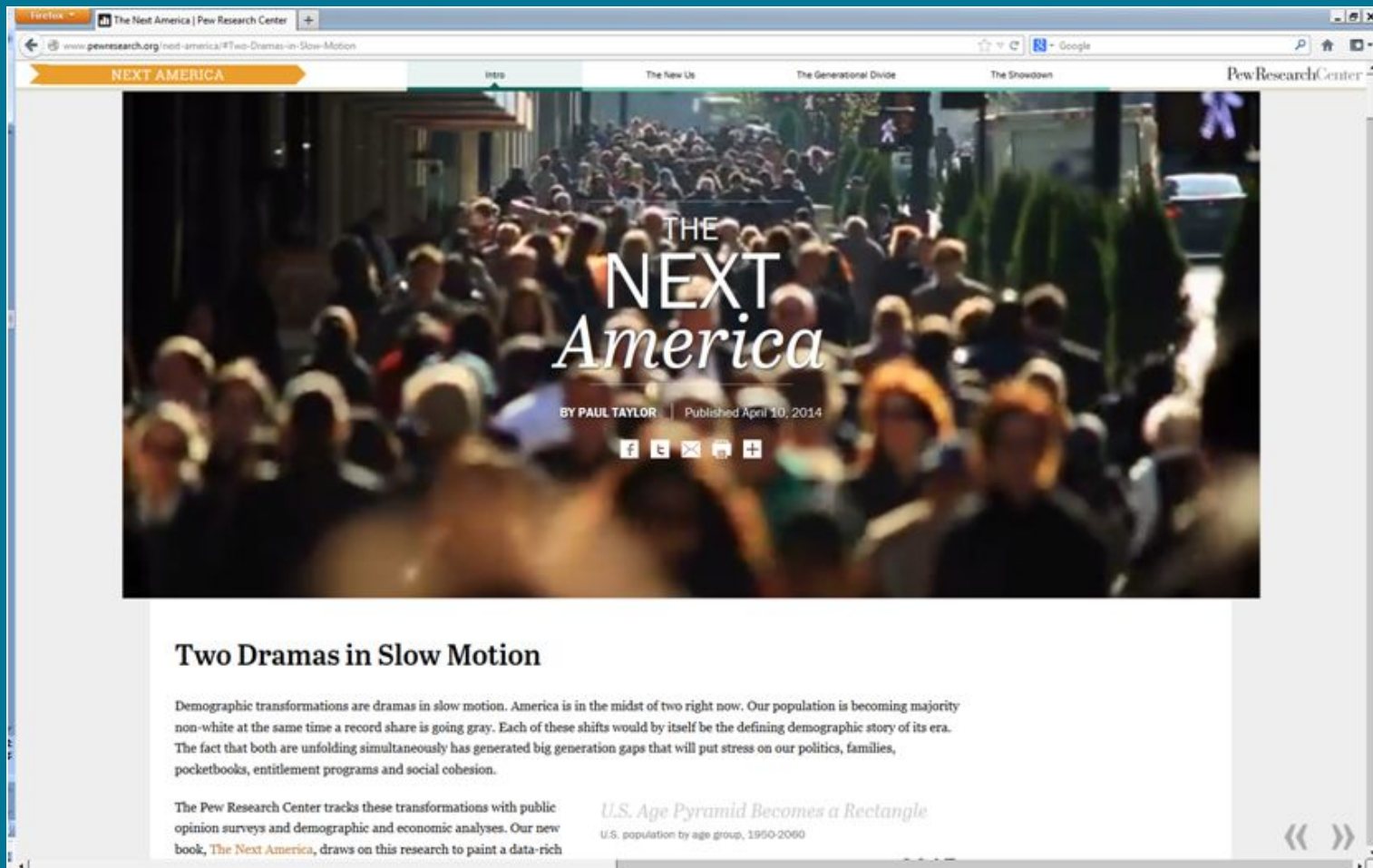


# Our nation is becoming a rainbow nation



Picture by Neil Kramer

# Demographic Transformation



The screenshot shows a web browser window displaying the Pew Research Center website. The browser's address bar shows the URL [www.pewresearch.org/next-america/#Two-Dramas-in-Slow-Motion](http://www.pewresearch.org/next-america/#Two-Dramas-in-Slow-Motion). The page features a navigation menu with links for 'Intro', 'The New Us', 'The Generational Divide', and 'The Showdown'. The main content area is dominated by a large, blurred photograph of a diverse crowd of people. Overlaid on this image is the title 'THE NEXT America' in a large, white, serif font. Below the title, it says 'BY PAUL TAYLOR | Published April 10, 2014' and includes social media sharing icons for Facebook, Twitter, Email, Print, and a plus sign for more options. Below the image, the article title 'Two Dramas in Slow Motion' is displayed in a bold, black font. The introductory paragraph reads: 'Demographic transformations are dramas in slow motion. America is in the midst of two right now. Our population is becoming majority non-white at the same time a record share is going gray. Each of these shifts would by itself be the defining demographic story of its era. The fact that both are unfolding simultaneously has generated big generation gaps that will put stress on our politics, families, pocketbooks, entitlement programs and social cohesion.' A sub-section title 'U.S. Age Pyramid Becomes a Rectangle' is visible, followed by the text 'U.S. population by age group, 1950-2060'. The browser's status bar at the bottom shows navigation arrows.

# Demographic Snapshot of our County

After English, the most spoken languages in our county are:

- Spanish (8.3%)
- Vietnamese (2.0%)
- Chinese (1.5%)
- Russian (1.4%)
- African Languages (.8%)  
(.2%) of all County residents are Somali

# Multnomah County Library Services Grow with the Community

In 1999 we had

1 Spanish speaking Bilingual employee





Today **78 Bilingual** staff, speaking **5** languages

- Chinese (Cantonese & Mandarin), Russian, Somali, Spanish, and Vietnamese -

and **7 African American Culture** staff

work in **14** locations throughout our system

# We Speak Your Language Mission

Multnomah County Library connects immigrant communities to the information and resources they need to be successful in the United States. We engage people of all ages and cultural backgrounds with free opportunities and friendly guidance to help them learn English, build job and technology skills, prepare for citizenship, and attain educational goals.

# Examples of Programs and Services

- Access Services Assistants, Clerks, Library Assistants, and Librarians
- Books, CDs, DVDs, magazines, and newspapers
- Digital materials
- Library card registration forms and informational brochures
- Storytimes in 6 languages
- Outreach to schools, day-cares, clinics, senior centers, and community events

# Our Impact

As MCL started developing and growing our WSYL services:

Between FY2009 and FY 2014

- Library card registrations: up 16%
- Check out of material: up almost 53%
- Reference questions: up 38%
- Items in the collections: up 44%
- Culturally appropriate programs: up 33%

# Serving the African American Community



**Black Storytime**



The African and African American experience comes alive for children from birth to age 6, with favorite adults and other family members. Have fun with books, stories, songs and movement activities in a positive and affirming environment.

**Black Storytime builds language and literacy skills your child needs to be ready for kindergarten.**



**Good in the Hood 2015**

# Award-winning Multilingual Web Site

The screenshot displays the Multnomah County Library website with a multilingual header. The language options are English, Español, Tiếng Việt, Русский, and 简体中文. The main navigation bar includes 'Explore', 'Libros electrónicos y más', 'Usando la biblioteca', 'Investigación', 'Eventos y clases', 'Acerca de', 'Ubicaciones', and 'Contacto'. The search bar contains the text 'Buscar Encuentra todo en la biblioteca. Empiece' and a magnifying glass icon. Below the search bar, there is a link for 'Búsqueda avanzada en el catálogo'. The main content area is divided into three columns. The left column has a 'Relacionado' section with links for internet use, privacy, and account management. The middle column features an article titled 'Computadoras de la biblioteca' with a sub-section 'Características de las computadoras de la biblioteca'. The right column lists 'Próximos eventos' for the month of March.

English Español Tiếng Việt Русский 简体中文 Classic Catalog (Catálogo clásico) Mi cuenta MCL

Multnomah County Library

Buscar Encuentra todo en la biblioteca. Empiece

Búsqueda avanzada en el catálogo

Explore Libros electrónicos y más Usando la biblioteca Investigación Eventos y clases Acerca de

Ubicaciones Contacto

**Relacionado**

- Uso aceptable de Internet y de las computadoras públicas de la biblioteca
- Privacidad y confidencialidad de registros de biblioteca

**Usando la biblioteca**

- Hablamos su idioma
- Obtenga una tarjeta de la biblioteca
- Cómo hacer un préstamo
- Cómo renovar
- Manejar mi cuenta
- Servicios accesibles

**Computadoras de la biblioteca**

Inicio » Usando la biblioteca

*Algunos servicios sólo están disponibles en inglés.*

La Biblioteca del Condado de Multnomah tiene alrededor de 700 PC públicas en sus 19 bibliotecas de barrio, así como computadoras portátiles para usar dentro de la biblioteca.

**Características de las computadoras de la biblioteca**

- Acceso a Internet
- Software: Microsoft Office 2007 (Microsoft Word, Excel y Powerpoint)
- Acceso a los abundantes recursos en línea de la biblioteca, como búsqueda de revistas y periódicos

Las PC están equipadas con pantallas de privacidad y permiten a los clientes descargar datos a una unidad flash estándar. Puede utilizar sus propias unidades flash o comprar una por \$5 en la biblioteca. La impresión cuesta 10 centavos por página.

El programa Community Chromebooks, fundado por la Comisión Regulativa de Cable Mt. Hood con fondos cedidos por Comcast, proporciona alrededor de 175 computadoras portátiles a través del sistema. Las portátiles pueden prestarse por dos horas para usarse

**Próximos eventos**

**Miércoles, Marzo 01, 2017**

- 4:00 pm **Ayuda con computadoras/Computer Help** en Gregory Heights Library

**Viernes, Marzo 03, 2017**

- 11:00 am **Ayuda con tecnología/Tech Help** en Holgate Meeting Room
- 11:30 am **Ayuda con tecnología/Tech Help** en Holgate Meeting Room
- 2:30 pm **Ayuda con computadoras/Computer Help** en Midland Library

**Lunes, Marzo 06, 2017**

- 6:00 pm **Ayuda con tecnología/Tech Help** en Kenton Library

**Miércoles, Marzo 08, 2017**

- 4:00 pm **Ayuda con computadoras/Computer Help** en

# Interpretive Services

## Language Line

<http://www.language.com/>

## IRCO

Immigrant and Refugee Community  
Organization - International Language Bank

<https://irco.org/ilb/>

**IRCO On-demand Telephone Interpreter**  
Available languages  
Dial: 9.503.505.5185 Access code: 4720

|                       |                      |
|-----------------------|----------------------|
| አማርኛ                  | Amharic              |
| العربية               | Arabic               |
| မြန်မာစကား            | Burmese              |
| ភាសាខ្មែរ             | Cambodian (Khmer)    |
| Bosanski              | Bosnian              |
| 广东话<br>廣東話            | Chinese<br>Cantonese |
| 普通话<br>普通話            | Chinese<br>Mandarin  |
| فارسی                 | Farsi                |
| Français              | French               |
| Hmoob                 | Hmong                |
| ကရင်စကား              | Karen                |
| ພາສາລາວ               | Lao                  |
| नेपाली                | Nepali               |
| Afaan Oromo           | Oromo                |
| Română                | Romanian             |
| Русский               | Russian              |
| Srpsko Hrvatski jezik | Serbo-Croatian       |
| Somaali               | Somali               |
| Español               | Spanish              |
| Swahili               | Swahili              |
| ภาษาไทย               | Thai                 |
| Tiếng Việt            | Vietnamese           |
| ZOMI na hiham         | Zomi                 |

# Summer Reading Superheroes





# Serving the Somali Community

Presenter: Suad Mohamed  
Somali Bilingual Library Assistant  
Capitol Hill Library

# Who are our Somali Patrons?



# Agenda

- Who I am and What I do at MCL
- Brief History of Somalia + Current Affairs
- Background on Somali Culture
- Basic Greetings
- Growing Needs from the Somali Community
- Somali Literature
- Somali Programs Held at the library

# Welcome to Somalia

The secret beauty of Africa



# Somalia

Located on the Horn of Africa.



# History

- Geography: East Africa
- Colonized by Great Britain & Italy
- Languages: Somali, Maay-Maay, & Arabic
- Religion: Islam
- Culture: Nomadic
- Civil War: broke out in 1991
- Government: Mohamed Abdullahi Mohamed (Farmaajo) (2017)
- The Federal Republic of Somalia
- Health Issues: under development

# Current Affairs in Somalia

- Civil war still going on in the south.
- Drought is at it's worst in 63 years: act of nature
- Famine: Caused by lack of governance & lack of action
- Malnutrition caused by famine
- Tribal Conflicts
- One of the 7 countries currently on the travel ban

# HELP SOMALIA!



Turkish Airlines + Love army for Somalia



# Turkish Airlines + Love Army for Somalia

**\$2,495,760 of \$2.0M goal**

- Millennial bloggers used social media to raise 2.5 million dollars to help avert the somalia famine
- Once the money was raised Turkish Airlines - as the only airline that connects somalia to the world agreed to help deliver the aid to somalia

Video:

<https://twitter.com/chakabars/status/842819174426693635>

# Somalis compared with Somali Bantus

## Somalis

- Indigenous /Local
- Dominant group
- Tribalistic culture
- Started coming to the U.S as early as 1976
- Language Spoken: Somali & Arabic
- 85% of the population
- Highly educated
- Well established business driven prior to the civil war
- Prolonged separations from loved ones

# Somalis compared with Somali Bantus

## Somali Bantus

- Minority ethnic group in Somalia
- West African roots
- Agriculture
- Started coming to the U.S in 2003
- Language Spoken: Af Maay, Af maxaa
- 5% of the population
- Endured discrimination and subjugation in Somalia
- Collectively building new networks locally & nationally
- Prolonged separations from loved ones

# Somali Attire

- Women wear long dresses and cover their hair for religious purposes.
- Pants are worn by some younger Somali women, but not elderly women.
- Men often wear typical everyday clothing: jeans/trousers and shirt.



Hijab/head scarf



Burka/Cabaaya



that's a macwiis  
not a skirt

let's get fancy!!



these are  
diraacs



she's wearing a baati  
this side is all casual  
wear



this is a guntino

# Greetings In Somali

|                   |                    |
|-------------------|--------------------|
| Salaam            | Peace              |
| Salama Aleikum    | Peace be with you  |
| See Tahay?        | How are you?       |
| Magaca?           | What is your name? |
| Barasha wanaagsan | Nice to meet you   |
| Subax wanaagsan   | Good morning       |
| Galab wanaagsan   | Good afternoon     |

# What Somalis Left Behind



Refugee Camps



Homes & Legacies



# Family Unit

- Average Somali family: 3-8
- Most come to the states as a nuclear family
- Some come separately and count on assistance from families and friends of the community

# Refugee Camps



- Put in place to host refugees that fled the war and political prisoners that sought asylum
- Locations: Kenya, Ethiopia, Djibouti, and other bordering African Countries
- Conditions are so poor they don't meet basic human needs
- From here families start a process to make the extremely difficult journey to the Middle East, Europe, or the U.S

# Somali Immigrants in Portland

- Displaced by the civil war
- Started coming to the U.S in the 1970s
- 10,000 resettled in Oregon
- Experiencing difficulty balancing culture & adjusting to a new life style
- Trauma caused by war
- Severe stress due to resettlement
- Culture shock

# Practical Tips To Library Staff

- Be inviting, and welcoming as we already are
- Smile! It's the universal gesture of hospitality
- Offer to help as coming to the desk can be intimidating for those that may have language barriers
- Become informed about local organizations that have already been put in place to support the Somali community
- Be aware that some Somali families are on fixed incomes when assisting them with outstanding fees
- Should you encounter language barriers, get an interpreter on the phone as soon as you can
- Make the best use of time by establishing mutual understanding

# Common Reference Questions

- “Where Can I find English Learning DVDs?”
- “Where Can I find DVD’s of people having basic conversations in English?”
- “I want to learn how to use the computer. Are there computer classes?”
- “Is there a Somali English dictionary?”
- “How do I find books?”
- “My Kids are doing project so and so, how do we find books related to said subjects?”
- “Where can I find help on housing, and electricity bills?”

# Useful Library Material

- Living Languages: English for the Real World
- Living Languages: English for New Americans
- Learning to Speak English
- Mango: Online source
- Somali-English dictionaries
- Children's books in Somali

# Living Languages CD's + handbooks

Includes conversations like:

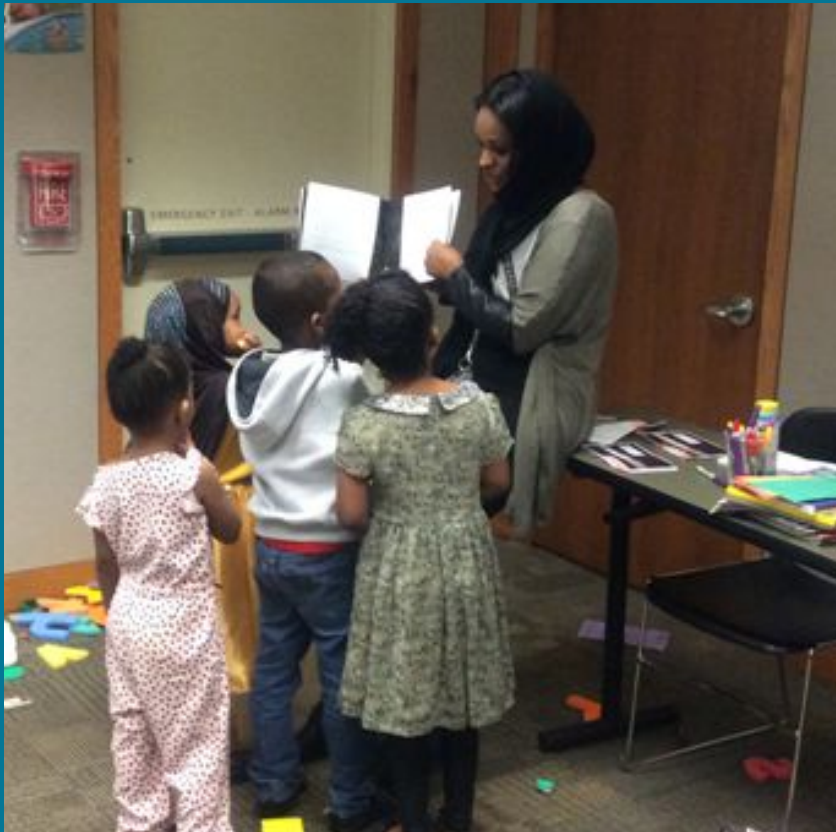
## For New Americans

- ~Going to the doctors
- ~Going to the pharmacy
- ~Social Services
- ~Reporting Crime

## Everyday Life

- ~Introductions
- ~Asking for directions
- ~Time & Date
- ~Grocery Shopping
- ~Using the phone

# Somali Family Time





# Free Computer Classes and Free Computers

## Earn-a-Computer Pilot

Our Digital inclusion Fellow Charly Eaton did a survey around the community and discovered that:

- 81% said the Internet was important to them
- 100% said they would need help using the Internet
- 81% disagreed that the Internet was affordable\*
- 45% agreed that they can only access the Internet at home

# How the program worked

Students had to register for 3 classes equaling 8 hours of study time.

Curriculum was developed in English and Somali, covering:

1. Introduction to the Computer
2. Getting Started with the World Wide Web
3. Getting Started with Email
4. Getting Started with your Free Geek Computer





Patron with certificate of completion + FREE GEEK instructors

# Collaboration with Other Organizations

**FREE GEEK is a non profit organization  
dedicated to digital equity**

They provided our program with 11 home computers with a 1 year support warranty.

FREE GEEK instructors came to our program and gave two hours of instruction time on how to use the new desktops so students could continue learning at home

**How to get in touch with FREE GEEK & explore program ideas for your library:**

Address: **1731 SE 10th Ave, Portland OR 97214**

Phone: **503-232-9350**

# Potential Sewing Programs Through Curiosity Kick

Submitted a Curiosity Kick idea for a mobile sewing space with Somali + English class

Every member of the Diverse Audiences committee (a committee charged with community specific programming) approved and supported the idea.

The proposal was selected and is now in the second phase of the selection process where library staff get to vote for which ideas move forward.

# Somali Support Organizations

- IRCO: Immigrant & Refugee Community Organization
- Somali Bantu Community Organization of Oregon
- Lutheran Community Services
- Somali Service Providers Network (Washington County)
- Somali American Council of Oregon (SACOO)
- Somali Bajuni Community Services Coalition
- Somali Youth Of Oregon
- Center for Intercultural Organization
- African Women's Coalition

# What I Hope To Do As A Bilingual LA

- Reduce language barriers
- Make library resources available
- Outreach: to adults, newcomers, and youth
- More material in Somali
- Programs: Somali poetry & Open Space for programs chosen by the youth themselves
- Workshops for Somali parents on basic computer skills (Somali Family Time, and Computer Classes)
- Serve on interview/selection committees for onboarding new staff in KSA specific and system wide Director roles.



# Serving the Chinese Community

Presenter: Toan Lam-Sullivan  
Chinese Bilingual Regional Librarian  
Midland, Holgate & Woodstock Libraries

# My story

Multilingual  
Multicultural

Librarian  
Graphic designer



# Explore Chinese...

- History, culture and language
- Chinese communities in Portland, OR
- Events, celebrations, and resources at MCL

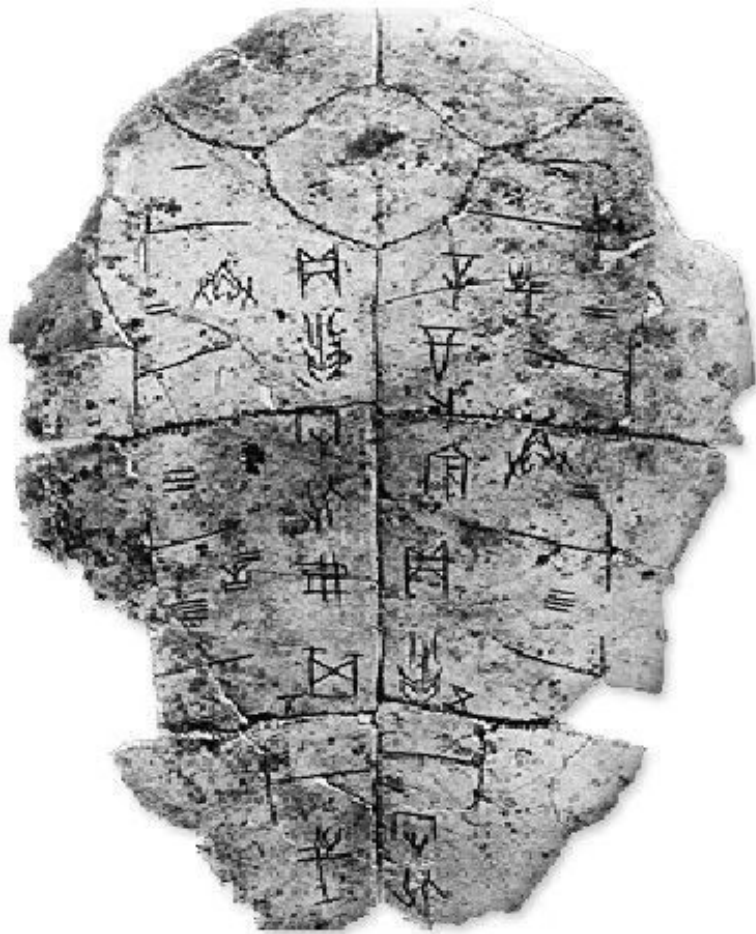
# CHINA

DESERT - LOW - HILLS - PLATEAU - MTNS

**CLICK HERE FOR LARGER MAP**



# Libraries in Ancient China



Shang dynasty (1600-1046 B.C.)

The Art of War by Sunzi (circa 776-471 BC; bamboo scroll)



# Education: Imperial Examinations



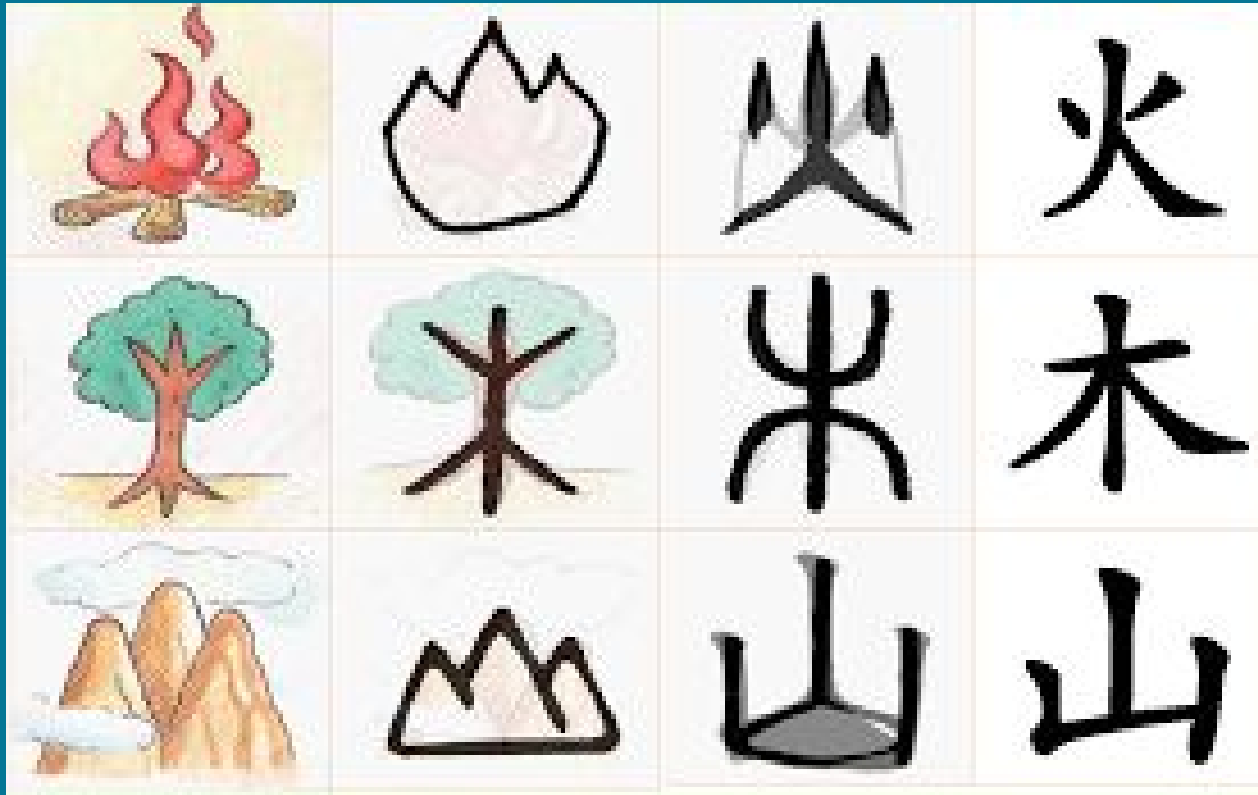
# Many dialects but one written language

**Mandarin** (普通话) - 836 million worldwide

**Cantonese** (广东话) - 71 million worldwide

**Min** (闽南话) - 60 million - includes Taiwan

Written language evolves through time - (80,000 Chinese characters)





# Simple Phrases in Mandarin

|                  |      |              |
|------------------|------|--------------|
| How are you?     | 你好?  | Nǐ hǎo?      |
| Check out books? | 借书吗? | Jiè shū ma?  |
| Return books?    | 还书吗? | Huán Shū ma? |
| Renew books?     | 续借吗? | Xù jiè ma?   |
| Yes!             | 是!   | Shì!         |
| No!              | 不是!  | Bù shì!      |
| Thank You!       | 谢谢!  | Xiè xiè!     |

# Library branches with highest concentration of Chinese Language speaking patrons

|                   |        |
|-------------------|--------|
| Holgate Library   | 4,503  |
| Midland Library   | 3,071  |
| Woodstock Library | 2,245  |
| Central Library   | 1,073  |
| Belmont Library   | 1,631  |
| Total             | 12,524 |

# Multnomah County Library Demographics

Multnomah County Library demographics  
2014 American Community Survey Five-Year Estimates extracted through ArcView GIS

| 2-Mile Service Radius   | Multnomah County Population | Under 5      | % under 5   | Under 18      | % under 18   | 65 and over  | % 65 and over | Hispanic / Latino | % Hispanic / Latino | Black or African-American (Alone or in Combination) | % Black or African-American (Alone/in Combo.) | % of Individuals in Poverty | % Foreign-Born | For the population age 5 & over |                          |                        |                          |                        |                          |                           |                             |                                  |                                    |
|---|-----------------------------|--------------|-------------|---------------|--------------|--------------|---------------|-------------------|---------------------|---|---|-----------------------------|----------------|---------------------------------|--------------------------|------------------------|--------------------------|------------------------|--------------------------|---------------------------|-----------------------------|----------------------------------|------------------------------------|
|   |                             |              |             |               |              |              |               |                   |                     |   |   |                             |                | Chinese Spoken at Home          | % Chinese Spoken at Home | Russian Spoken at Home | % Russian Spoken at Home | Spanish Spoken at Home | % Spanish Spoken at Home | Vietnamese Spoken at Home | % Vietnamese Spoken at Home | African Languages Spoken at Home | % African Languages Spoken at Home |
| Albina  | 92,436                      | 4,911        | 5%          | 14,992        | 16%          | 8,625        | 9%            | 5,391             | 6%                  | 11,451  | 12%   | 16%                         | 8%             | 368                             | 0.4%                     | 202                    | 0.2%                     | 3,720                  | 4.3%                     | 335                       | 0.4%                        | 392                              | 0.4%                               |
| Belmont   | 107,925                     | 4,876        | 5%          | 16,180        | 15%          | 10,880       | 10%           | 5,937             | 6%                  | 4,454   | 4%  | 15%                         | 8%             | 1,631                           | 1.6%                     | 310                    | 0.3%                     | 3,867                  | 3.8%                     | 1,065                     | 1.0%                        | 791                              | 0.8%                               |
| Capitol Hill*   | 31,229                      | 1,692        | 5%          | 5,829         | 19%          | 4,065        | 13%           | 1,031             | 3%                  | 1,094   | 4%  | 9%                          | 9%             | 86                              | 0.3%                     | 196                    | 0.7%                     | 773                    | 2.6%                     | 183                       | 0.6%                        | 381                              | 1.3%                               |
| Central   | 73,267                      | 2,104        | 3%          | 5,876         | 8%           | 8,882        | 12%           | 4,621             | 6%                  | 3,967   | 5%  | 22%                         | 10%            | 1,073                           | 1.5%                     | 224                    | 0.3%                     | 2,904                  | 4.1%                     | 306                       | 0.4%                        | 289                              | 0.4%                               |
| Fairview-Columbia   | 39,805                      | 3,241        | 8%          | 11,103        | 28%          | 4,181        | 11%           | 10,599            | 27%                 | 2,453   | 6%  | 26%                         | 19%            | 134                             | 0.4%                     | 874                    | 2.4%                     | 8,188                  | 22.4%                    | 129                       | 0.4%                        | 163                              | 0.4%                               |
| Gregory Heights   | 59,801                      | 4,234        | 7%          | 12,448        | 21%          | 6,041        | 10%           | 6,843             | 11%                 | 6,034   | 10%   | 17%                         | 14%            | 349                             | 0.6%                     | 232                    | 0.4%                     | 4,961                  | 8.9%                     | 2,504                     | 4.5%                        | 359                              | 0.6%                               |
| Gresham   | 58,784                      | 4,048        | 7%          | 14,470        | 25%          | 7,106        | 12%           | 10,732            | 18%                 | 1,918   | 3%  | 19%                         | 14%            | 324                             | 0.6%                     | 684                    | 1.2%                     | 7,954                  | 14.5%                    | 295                       | 0.5%                        | 21                               | 0.1%                               |
| Hillsdale   | 49,529                      | 2,564        | 5%          | 8,286         | 17%          | 6,818        | 14%           | 2,542             | 5%                  | 924   | 2%  | 11%                         | 8%             | 492                             | 1.0%                     | 125                    | 0.3%                     | 1,229                  | 2.6%                     | 84                        | 0.2%                        | 54                               | 0.1%                               |
| Holgate   | 90,934                      | 5,592        | 6%          | 18,940        | 21%          | 9,977        | 11%           | 10,426            | 11%                 | 4,888   | 5%  | 19%                         | 19%            | 4,503                           | 5.3%                     | 1,476                  | 1.7%                     | 7,422                  | 8.7%                     | 3,557                     | 4.2%                        | 816                              | 1.0%                               |
| Hollywood   | 108,884                     | 6,162        | 6%          | 18,967        | 17%          | 10,987       | 10%           | 5,816             | 5%                  | 6,423   | 6%  | 12%                         | 7%             | 694                             | 0.7%                     | 186                    | 0.2%                     | 3,926                  | 3.8%                     | 1,451                     | 1.4%                        | 187                              | 0.2%                               |
| Kenton  | 47,244                      | 3,252        | 7%          | 9,523         | 20%          | 3,553        | 8%            | 5,458             | 12%                 | 8,819   | 19%   | 19%                         | 12%            | 51                              | 0.1%                     | 59                     | 0.1%                     | 4,370                  | 9.9%                     | 334                       | 0.8%                        | 956                              | 2.2%                               |
| Midland   | 97,259                      | 7,205        | 7%          | 23,256        | 24%          | 12,539       | 13%           | 15,797            | 16%                 | 7,644   | 8%  | 24%                         | 26%            | 3,071                           | 3.4%                     | 3,468                  | 3.9%                     | 10,871                 | 12.1%                    | 3,875                     | 4.3%                        | 969                              | 1.1%                               |
| North Portland  | 66,800                      | 4,400        | 7%          | 11,728        | 18%          | 5,563        | 8%            | 5,117             | 8%                  | 11,598  | 17%   | 17%                         | 7%             | 91                              | 0.1%                     | 170                    | 0.3%                     | 3,625                  | 5.8%                     | 308                       | 0.5%                        | 400                              | 0.6%                               |
| Northwest   | 58,723                      | 1,935        | 3%          | 5,045         | 9%           | 6,671        | 11%           | 4,335             | 7%                  | 4,649   | 8%  | 21%                         | 10%            | 699                             | 1.2%                     | 191                    | 0.3%                     | 2,661                  | 4.7%                     | 231                       | 0.4%                        | 280                              | 0.5%                               |
| Rockwood  | 82,491                      | 6,489        | 8%          | 21,656        | 26%          | 9,379        | 11%           | 18,145            | 22%                 | 6,338   | 8%  | 28%                         | 24%            | 550                             | 0.7%                     | 2,600                  | 3.4%                     | 13,920                 | 18.3%                    | 1,651                     | 2.2%                        | 603                              | 0.8%                               |
| Sellwood-Moreland   | 45,117                      | 2,437        | 5%          | 7,273         | 16%          | 5,829        | 13%           | 2,394             | 5%                  | 656   | 1%  | 11%                         | 7%             | 662                             | 1.6%                     | 104                    | 0.2%                     | 1,133                  | 2.7%                     | 47                        | 0.1%                        | 81                               | 0.2%                               |
| St. Johns   | 30,677                      | 2,064        | 7%          | 6,150         | 20%          | 2,227        | 7%            | 4,951             | 16%                 | 3,649   | 12%   | 23%                         | 14%            | 58                              | 0.2%                     | 35                     | 0.1%                     | 3,988                  | 14.0%                    | 41                        | 0.1%                        | 630                              | 2.2%                               |
| Troutdale   | 48,373                      | 3,375        | 7%          | 12,304        | 25%          | 5,636        | 12%           | 9,281             | 19%                 | 2,223   | 5%  | 21%                         | 14%            | 294                             | 0.7%                     | 217                    | 0.5%                     | 6,740                  | 15.0%                    | 295                       | 0.7%                        | 18                               | 0.0%                               |
| Woodstock   | 79,853                      | 4,613        | 6%          | 14,579        | 18%          | 7,986        | 10%           | 6,748             | 8%                  | 2,849   | 4%  | 16%                         | 13%            | 2,246                           | 3.0%                     | 832                    | 1.1%                     | 4,674                  | 6.2%                     | 2,006                     | 2.7%                        | 741                              | 1.0%                               |
| <b>Average</b>  | <b>66,796</b>               | <b>3,959</b> | <b>6.0%</b> | <b>12,559</b> | <b>19.1%</b> | <b>7,208</b> | <b>10.8%</b>  | <b>7,167</b>      | <b>11.2%</b>        | <b>4,844</b>  | <b>7.3%</b>                                   | <b>18.3%</b>                | <b>12.7%</b>   | <b>915</b>                      | <b>1.2%</b>              | <b>641</b>             | <b>0.9%</b>              | <b>5,102</b>           | <b>8.6%</b>              | <b>984</b>                | <b>1.3%</b>                 | <b>428</b>                       | <b>0.7%</b>                        |
| Multnomah County (entire County, not only inside the 2-mile radii): | 757,371                     | 46,171       | 6.1%        | 152,034       | 20.1%        | 84,865       | 11.2%         | 83,465            | 11.0%               | 52,475  | 6.9%  | 18.5%                       | 14.2%          | 10,537                          | 1.5%                     | 10,177                 | 1.4%                     | 59,341                 | 8.3%                     | 13,880                    | 2.0%                        | 5,342                            | 0.8%                               |

# MCL Programs and Services for Chinese Speaking Patrons

## Lunar New Year Celebrations



# Mid-Autumn Festival



# Taichi Fan Dance Class



# Library Community Outreach

## Lunar New Year Fair at the Convention Center



# Chinese American Benevolent Association Picnic





# Jade Night Market Event



# Asian Health and Services Center



# Tech Help in the Community



# Chinese Language Collections

Multnomah County Library

English | Feedback | Help

Subjects Collections Kids

Search Sign in

New to the site? Learn more here and share your site feedback.

Showing 73-96 of 722 results

Sorted by popularity

Available now

**Chinese** CLEAR ALL

Availability: All titles, Available now

Audience

Date added

eBooks

Subject: Nonfiction (386), Fiction (230), Health & Fitness (95), Non-English Fiction (81), Non-English Nonfiction (72), Cooking & Food (51)

More

Language

**AVAILABLE**

**一本学会做房地产经纪人**  
刘建伟 陈朴 著  
EBOOK  
BORROW

**AVAILABLE**

**一本书解决女性身体养护问题**  
何成彦 著  
EBOOK  
BORROW

**AVAILABLE**

**一本书读懂犹太智慧精华**  
谭慧 (TanHui) 著  
EBOOK  
BORROW

**AVAILABLE**

**一用就灵的四季养生智慧**  
于洪军 著  
EBOOK  
BORROW

**AVAILABLE**

**THREE MEN IN A BOAT**

**AVAILABLE**

**上海**

# WSYL - Spanish Services

Presenters:

Silvana Gabriell  
Spanish Bilingual Library Assistant  
Hogate Library

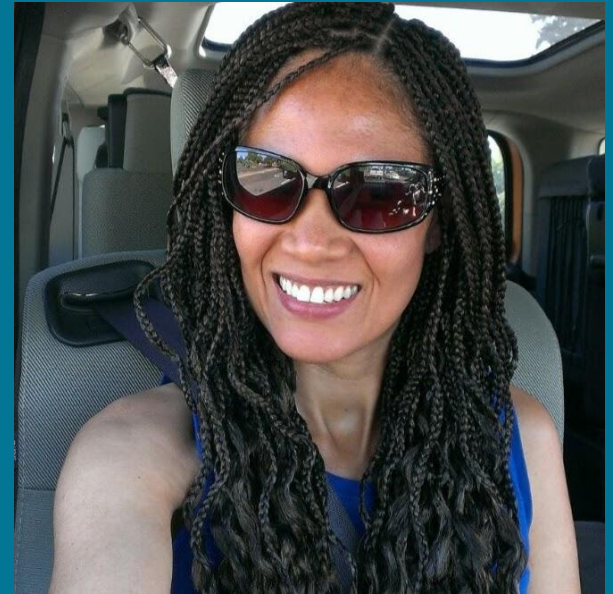
Laura Bradshaw  
Spanish Bilingual Library Assistant  
Fairview Library

# Biography

- Multilingual and Multicultural Portuguese, English and Spanish
- Bilingual Spanish Library Assistant and Web developer

## Background:

- Social Media, Project and Software Management
- Banking and finance industry



# Holgate Library

- Holgate Library is located in SE Portland, in the Foster-Powell neighborhood.
- Opened on May 19, 1971, it replaced the Arleta and Lents branch libraries.
- We are part of mid county and our regional library is the Midland library. There are two more locations close to us which are also small.
- We have Bilingual staff and collection in 4 languages: Chinese, Russian, Spanish, and Vietnamese.



# My Position

**Bilingual Reference  
Service  
Spanish Facebook  
Page**

**Spanish Collection**

**Programming**

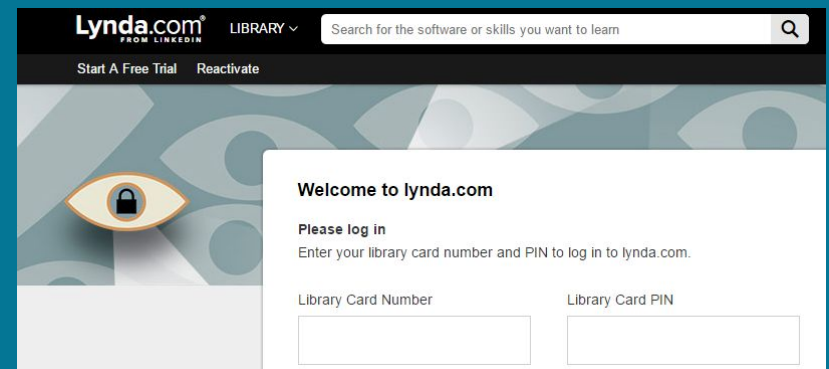
**WSYL Outreach**



# Bilingual Reference Services

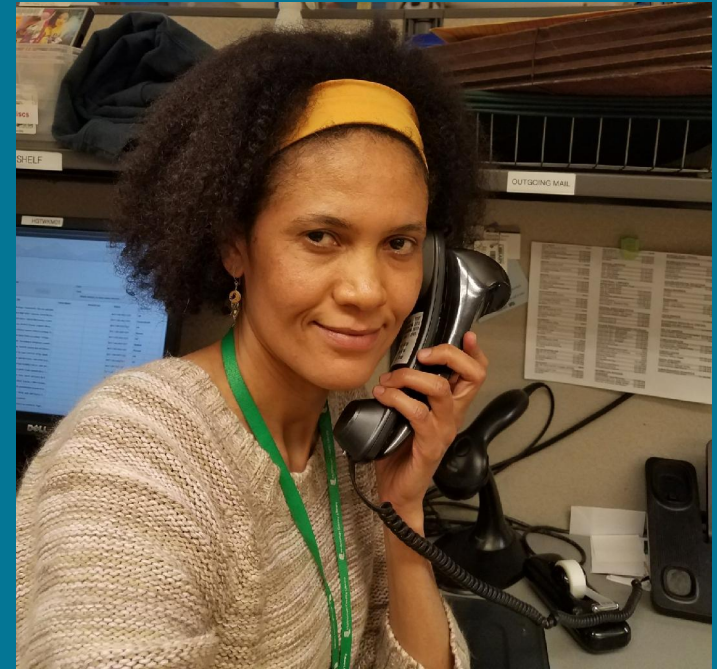
## At the desk

- Reader's Advisory
- Research/Databases
- BAL/Tech help



# Bilingual Reference Services cont.

Behind the scenes:



In the community:

# Spanish Facebook Library Services



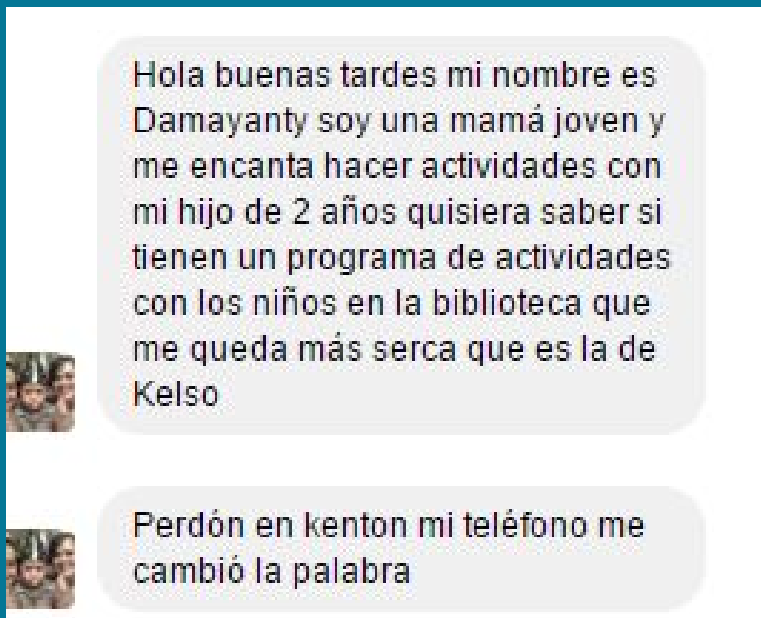
- Outreach:
- My Role:

Have a look:

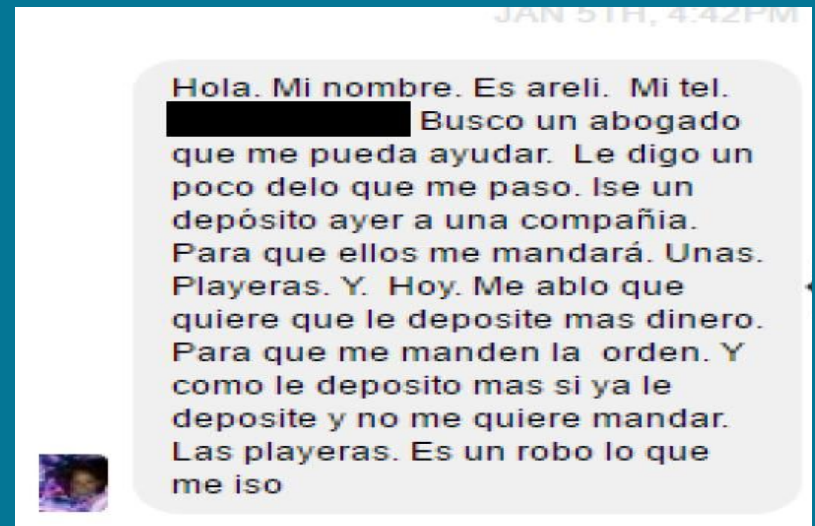
<https://www.facebook.com/multcolib.es>

# Facebook Messages as a tool for reference work and referrals

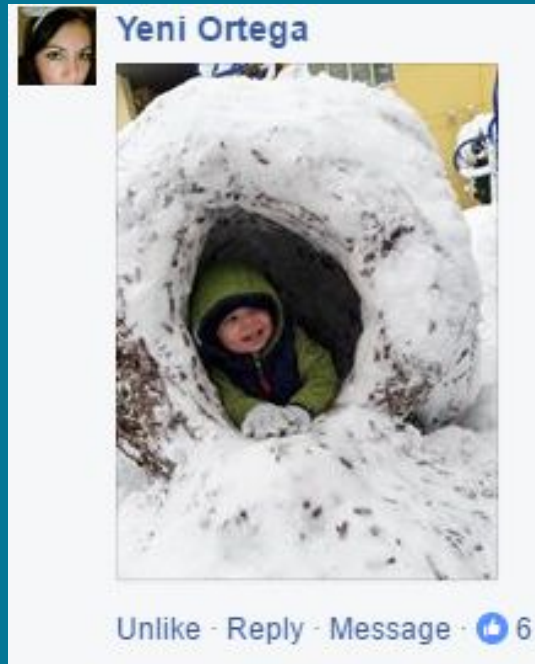
## Inquiry about preschool children's programs



## Inquiry about local low cost legal assistance



# Asking Patrons to Engage by sharing photos on posts



Snow day photos

# Programs and Events

**FAMILIAS**

## La hora de aprender

**¡Leemos libros, cantamos, jugamos, y hacemos manualidades!**

Programa educativo en español de 30 semanas para niños de 0 a 6 años cuyo idioma es el español. Los niños aprenderán letras, números, colores, formas, y mucho más de una manera divertida a través de la lectura, escritura, conversación, cantos y juegos. Este programa gratuito concluye con una graduación y certificados para los niños participantes.



**Todos los sábados**  
Empezamos el 4 de marzo.

**2:00-2:45 pm**

**Fairview-Columbia Library**  
1520 NE Village St.,  
Fairview  
503.988.5655



Para acomodaciones especiales, por favor llame al 503.988.5123 48 horas antes de un programa.

Promoting upcoming programs

Los niños y adultos se divertieron mucho creando arte del día de San Valentín en La Hora de Aprender de la biblioteca de Holgate. ¡Miren qué creativos! ¡Fue un día de corazones, amor y por supuesto muchos chocolates! - dijeron los niños.



Highlighting past programs

# Spanish Collection Management

Of the 19 library locations, 11 have a Spanish collection and Holgate is one of them

New materials review:

Weeding:

Spanish materials request:

# Resources for Spanish Speaking Patrons

- MCL website in Spanish (Mango Connect, Tutor.com, Learning Express, Hoopla)
- Spanish collection, periodicals, Zinio for magazines, e-books on Overdrive app
- Spanish Facebook page (pilot program)
- Spanish book Lists
- Technological and Book a Librarian appointments



# Resources and Support for Staff

- Cultural awareness among the staff
- Spanish storytime Wiki
- Rescue Reference videos
- We Speak your Language meetings for Information Services in all represented languages where we share information



# México-Cuernavaca





## Fairview - Columbia Library / The Latinos we serve

- 18% of the population in the city of Fairview and 39% of the population in the city of Wood Village are of Hispanic heritage.
- Mostly composed by new immigrants and a small group of first and second Mexican-Americans.
- 80% are Mexicans and 20% are Guatemalans, Salvadorans and Hondurans.
- Characteristics: indigenous descendants, irregular migration status, strong family ties, low income, limited English, limited formal education, and strong cultural roots among others.

# \*Assessing Needs for Underserved Latino Youth (Example)

- Low income housing
- High number of children
- Parents working most of the day
- Limited access to the library & limited mobility



# Youth Programs

## Hora de aprender - STEAM storytime

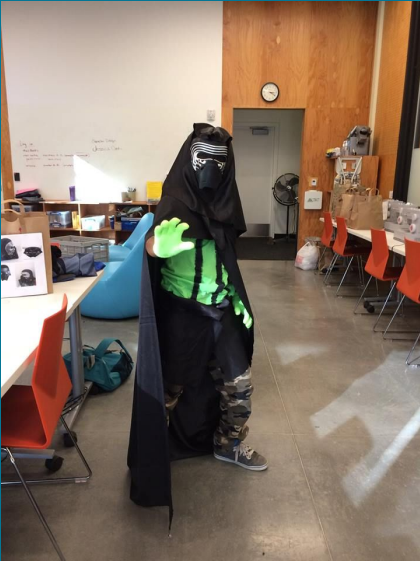
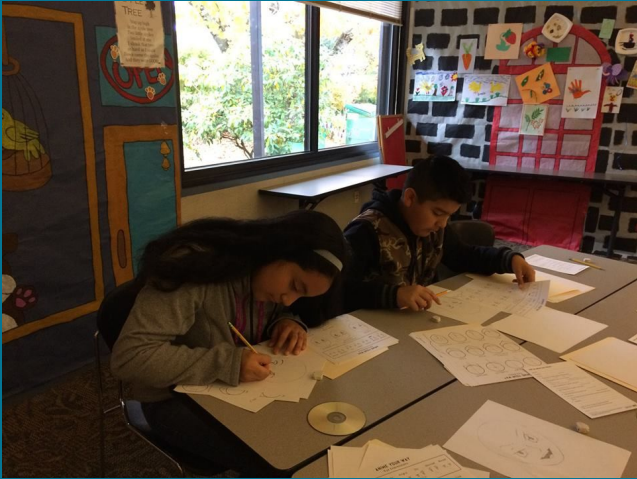
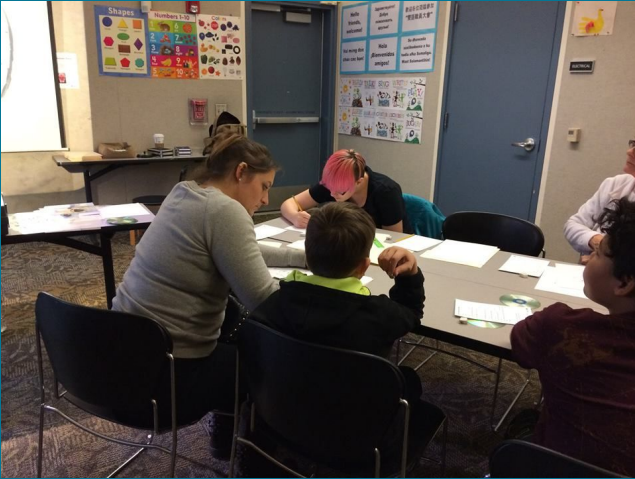


Educational Promotion & More Value

# Listos para el kínder



# Homework Help



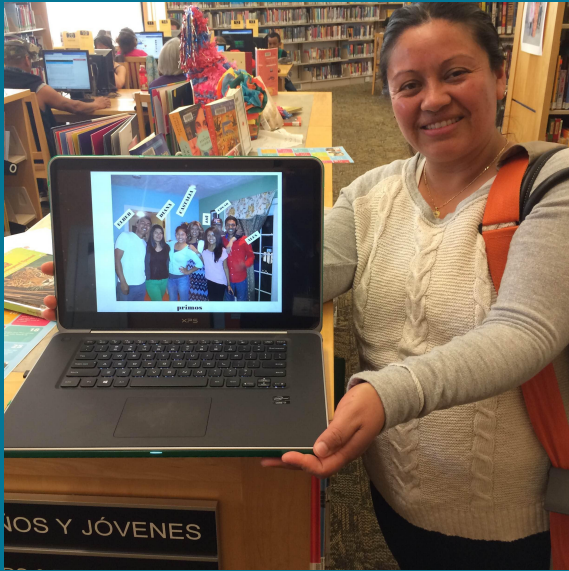
# Makerspace

# Adult Programs

- **ESL** - partnership with People Places Things (PPT) and Goodwill
- **Intercambio** - Languages exchange
- **Book Clubs** - Rincón de lectura - Tertulia literaria
- **Spanish Technology Help** - Tech coordinator - classes, 101 appointments, and staff through BAL service.



# Tech Help



# Intercambio/language exchange

# Family Programs



Hora de manualidades  
(Family Craft Hour)

Knitting



Lotería (Bingo)





## El Programa Hispano Católico - Elders Group

# Systemwide programs

## Día de los niños



Summer Reading Program



Hispanic Heritage Month





# Community Outreach (2 miles radius)



# Systemwide Outreach

- WIC and Baby Dental storytimes
- Summer Reading Program - low income housing visits, free summer lunch sites
- MESD Schools / Multnomah Education Service District
- Networking meetings with local Latino services providers

# Cultural Approach

- Basic Spanish-language skills (phrases and greetings)
- Use gestures!
- Use humor whenever possible
- Se habla español (Spanish Spoken) signage, fliers, buttons ...

# Managing We Speak Your Language

Presenter: Patrick Provant  
Supervisor  
Midland Library



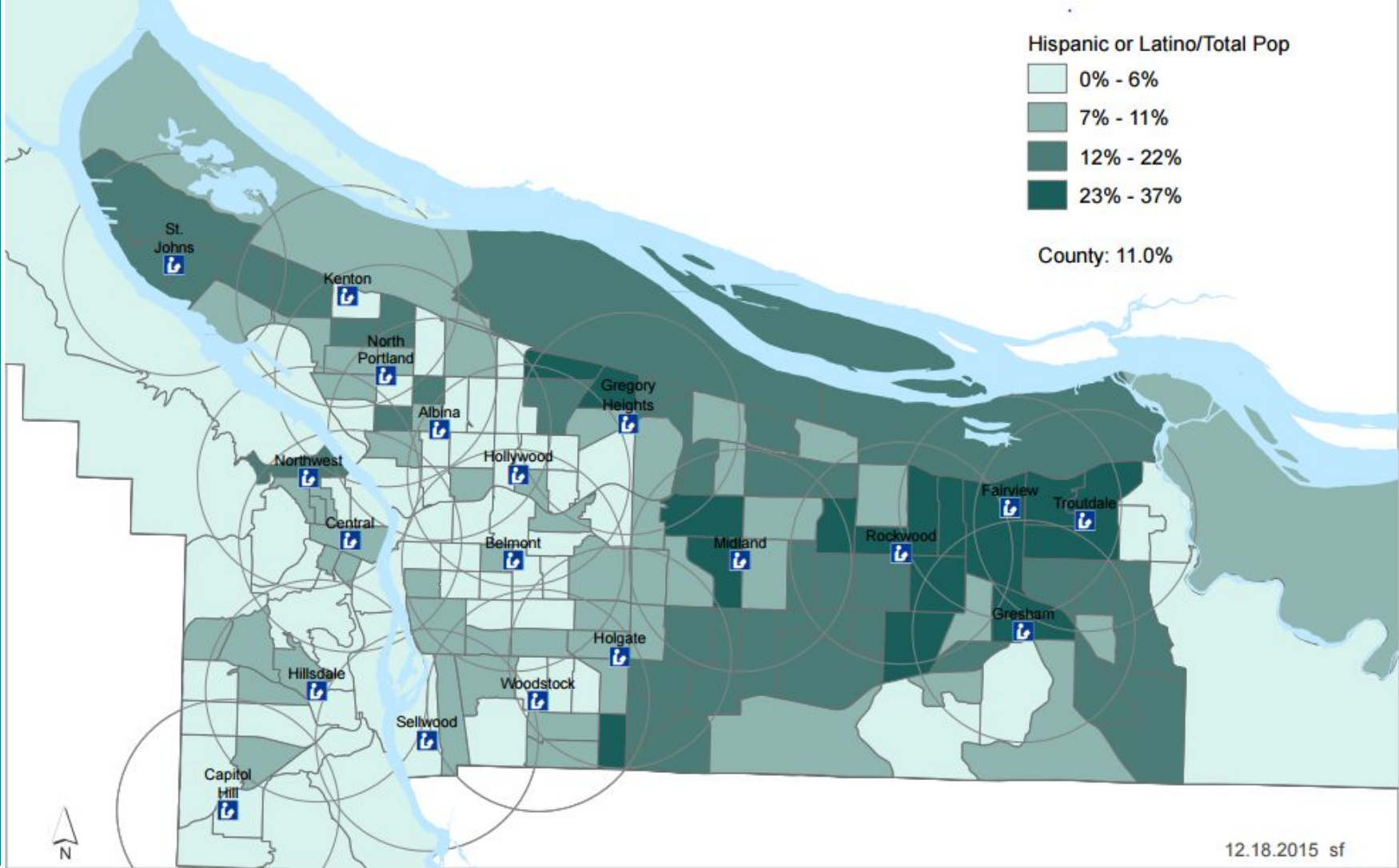
# Technical Challenges

(Things that expertise can fix)

(The problem is clear,  
the solution is clear.)

# Multnomah County Library

Multnomah County Population by Census Tract  
Data source: 2014 American Community Survey 5-Year Estimates



12.18.2015 sf

# IRCO, the Immigrant & Refugee Community Organization



**Do you have a  
local equivalent?**



*IRCO serves the dynamic needs of Portland's immigrant, refugee and mainstream populations with comprehensive programming and over 35 years of experience in the community*

The Immigrant and Refugee Community Organization (IRCO) was established in 1976 to serve immigrants and refugees in Portland, Oregon. Since our founding, we have served over 150,000 people (immigrants, refugees as well as

mainstream Portlanders) through the provision of programs and services that meet needs related to training and employment, health and aging, English language learning, naturalization and social adjustment, community development, early childhood, parenting and youth development, education and interpretation and translation (IRCO's International Language Bank).

# Adaptive Challenges

Defining the problem requires learning

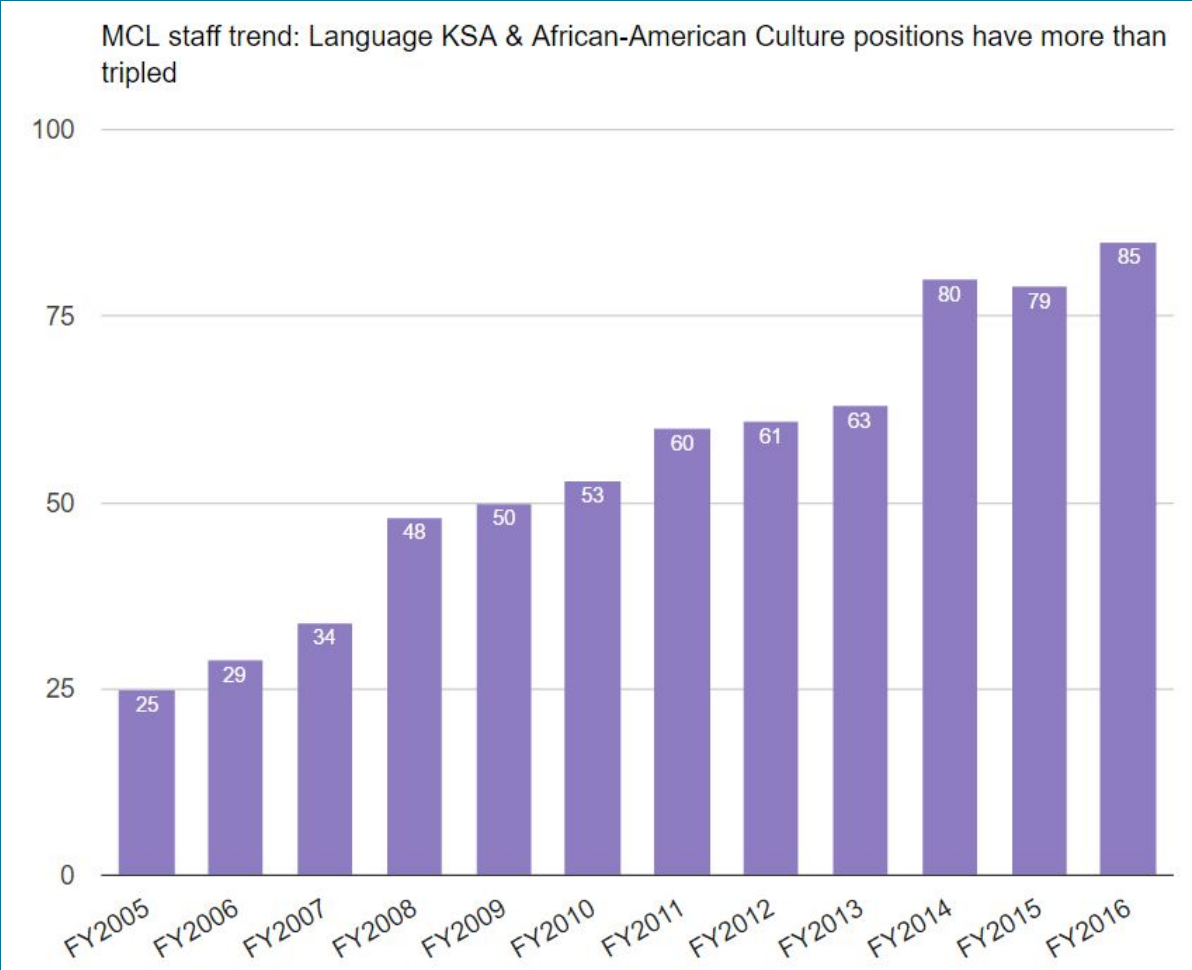
The solution requires learning.

(Don't forget all your stakeholders.)

# KSA

A “Knowledge, Skills  
and Ability” requirement

# Who We Are Now



# We Speak Your Language Collections at the Midland Library



All along one wall, for almost the whole length of the building!

[Khám phá](#) ▾
 [Sách điện tử và nhiều hơn nữa](#) ▾
 [Sử dụng thư viện](#) ▾
 [Nghiên cứu](#) ▾
 [Sự kiện và lớp học](#) ▾
 [Giới thiệu](#) ▾

[Địa điểm](#) ▾
 [Liên hệ](#)

Tìm kiếm



**Thư viện công cộng- Nơi An toàn và Hòa hợp**



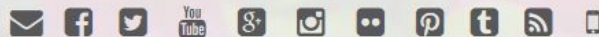
**Giờ đọc truyện**  
Giờ kể chuyện bằng tiếng Việt cho trẻ từ 0-6 tuổi



**Học tiếng Anh**  
Sách, đĩa CD và các dịch vụ khác giúp quý vị học tiếng Anh



**Danh sách đọc**  
Nhân viên thư viện gợi ý các sách và phim hay bằng tiếng Việt



[Bản đồ địa điểm](#) |
 [Các cuộc họp công chúng](#) |
 [Chính sách về quyền riêng tư](#) |
 [Khả năng truy cập](#) |
 [Liên hệ](#)

# Multilingual Website



A landscape photograph featuring a large, leafless tree in the foreground on the right, standing in a green field. The background shows rolling hills under a cloudy sky with a bright sunset or sunrise. The text "CHANGE BRINGS OPPORTUNITY. -NIDO QUBEIN" is overlaid on the left side of the image.

CHANGE BRINGS  
**OPPORTUNITY.**  
-NIDO QUBEIN

Photo by: Duncan Harris

# Questions?



# Resources

- Pew Research Center's report: **The Next America**  
<http://www.pewresearch.org/next-america/>
- Book: **The Next America: Boomers, Millennials, and the Looming Generational Showdown** by Paul Taylor

## Telephone Interpretive services:

- **Language Line:** <http://www.language.com/>
- **IRCO** Immigrant and Refugee Community Organization - International Language Bank: <https://irco.org/ilb/>

## Multnomah County Library MyMCL **translated pages:**

- **Spanish** <https://multcolib.org/es>
- **Vietnamese** <https://multcolib.org/vi>
- **Russian** <https://multcolib.org/ru>
- **Chinese** <https://multcolib.org/zh-hans>

- MyMCL **Featured Languages** booklists:  
[https://multcolib.bibliocommons.com/explore/featured\\_lists/languages](https://multcolib.bibliocommons.com/explore/featured_lists/languages)
- Multnomah County Library **YouTube videos**  
<https://www.youtube.com/user/multcolib/playlists>
- Multnomah County Library **Metro East Community Media videos** about the library in Spanish  
<https://www.youtube.com/playlist?list=PLvIKw8nBoJnz9wQekuB4DUiEHsMTINq9H>
- Multnomah County Library **Bilingual Storytime Wiki**:  
<http://mclbilingualstorytime.pbworks.com/w/page/11631841/FrontPage>
- Multnomah County Library **Every Child Posters and Rhyme Books** in multiple languages  
<https://multcolib.org/every-child-birth-six/every-child-posters-and-rhyme-books>

- Article: **Black Storytime** Flourishing at Multnomah County Library (Lisa G. Kropp)  
<http://www.slj.com/2015/01/diversity/black-storytime-flourishing-at-multnomah-or-county-library/>
- **We Need Diverse Books** <http://weneeddiversebooks.org/>
- **Census Bureau** American Community Survey **data**:  
<http://www.census.gov/acs/www/data/data-tables-and-tools/data-profiles/>
- **LSTA** Library Services and Technology Act **grants**:  
<http://www.oregon.gov/osl/LD/Pages/lsta.aspx>
- **Reforma** The National Association to Promote Library and Information Services to Latinos and the Spanish Speaking: <http://www.reforma.org/>
- American Library Association **Ethnic & Multicultural Information Exchange Round Table (EMIERT)** Resources and Bibliographies  
<http://www.ala.org/emiert/usefullinks/links>

# Thank You!

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