



#### I. Technology: a double-edged sword

- PCs
- Internet
- World Wide Web & Web 2.0
- Telecommunications and multimedia



## **Cerritos City Library**





# I. Technology: a double-edged sword (cont.)

- Digital gap/divide
- Economic
- Educational
- Access
- Language barriers



#### **Monterey Park City Profile**

- Municipal city near Los Angeles downtown
- "Little Taipei"
- Unique demographic
- Large immigrant population from Asia
- Language barrier

#### City's Population by Ethnicity

(1960-2000)

	1960		1970		1980		1990		2000	
Ethnicity	Number	%								
White	32,306	85.4	24,476	50.5	13,552	25	7,129	11.7	4,362	7.3
Hispanic	4,391	11.6	16,477	34	21,079	38.8	19,031	31.4	17,359	28.9
Asian	1,113	2.9	7,441	15.3	19,046	35	34,022	56	37,125	61.8
Black	11	<0.1	111	0.2	661	1.2	330	0.5	226	0.4
Other							226	0.4	979	1.6
Total	37,821	100	48,505	100	54,338	100	60,738	100	60,051	100



### Attack the digital divide

1. Increasing Physical Access and Connection

- Service area and service hours
- Computer terminals
- Technology options and equipment
- Connection speed

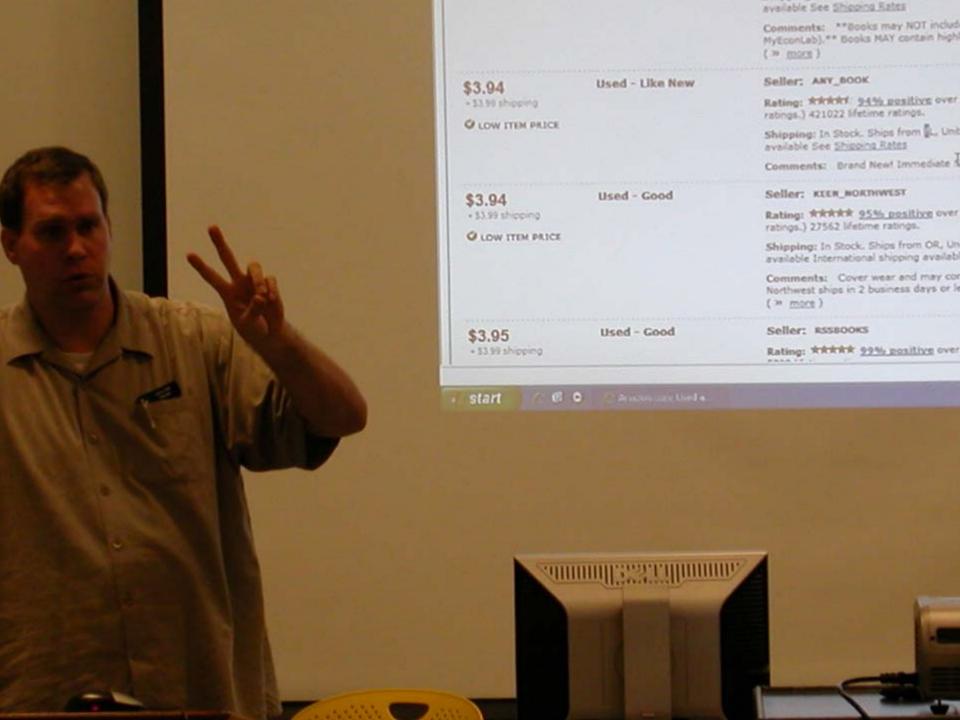




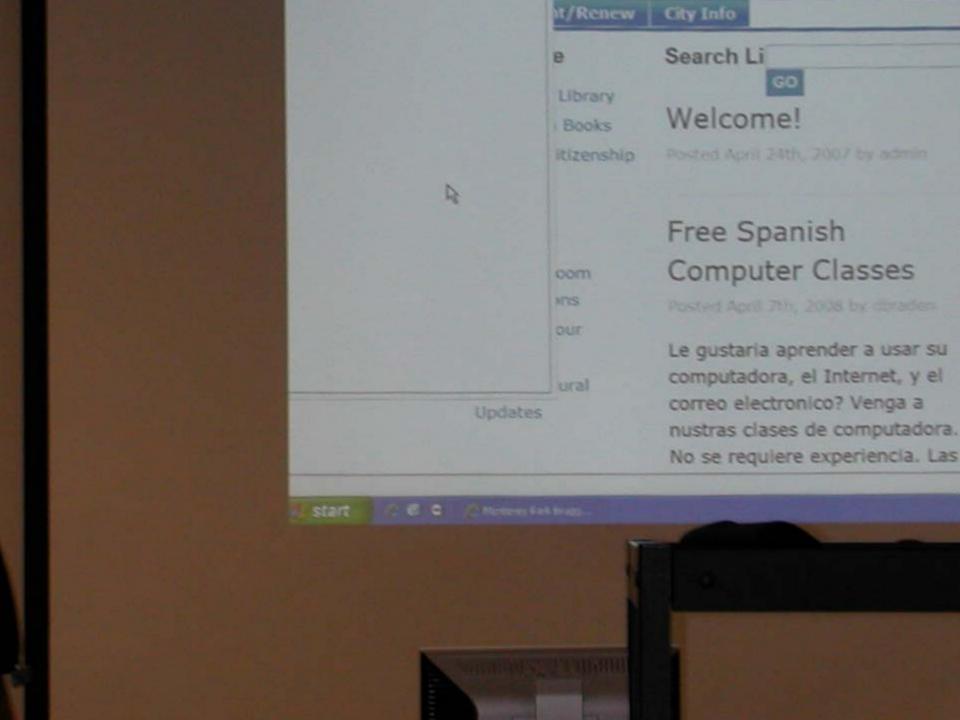
#### Attach the digital divide (cont.)

2. Providing & Promoting Training Programs

- Trainer
- Multi-lingual courses
- Multi-lingual instructional material
- Lab session
- Media promotion









#### Looking into the Future

- Budget impact
- Funding for technology upgrades
- Recruit/retain multi-lingual staff
- Staff continue education
- Community outreach



#### **Conclusion**

Digital divide is more than just a lack of computer access. It is a social problem and a global phenomenon.

Public libraries can take the initiative and work with others to provide access and training to close the divide.