

# A Bridge over Troubled Water

-- A public library's effort to help its community connected

Margaret Tarbox, Maggie Wang

Monterey Park Bruggemeyer Library

Monterey Park, CA USA

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



# Attack the digital divide

## 1. Increasing Physical Access and Connection

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



## Children's Desk

Restrooms

In & Out Reading Program

Read and Grow

Art & Crafts  
Storyline Book  
Homework Assistance







## Attach the digital divide (cont.)

### 2. Providing & Promoting Training Programs

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



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# Welcome!

Posted April 24th, 2007 by admin

## Free Spanish Computer Classes

Posted April 7th, 2008 by dbraden

Le gustaria aprender a usar su computadora, el Internet, y el correo electronico? Venga a nuestras clases de computadora. No se requiere experiencia. Las

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# 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.