

Yer:Hi! I'm excited to learn today!

TOUGER:Nyob zoo os Yer!

Kira:Hello from Massachusetts

Infopeople Project - Mary:The slides and handout for today's webinar are available here <https://www.infopeople.org/civicrm/event/info?reset=1&id=591>

Marissa:Hello from Seattle :D

Yer:Nyob zoo. Kuv zoo siab tau ntsib koj (Hello. I'm very happy to meet you).

wess garcia:"Hi" from Rancho Cucamonga

teresa mcleod:Hi from Murray, Utah

Carrie Wolfson:Hello from Denver, Colorado

Kris Smith:I love hummus

Celine:Nederland, CO!

Ginny Golden:Hello from the San Francisco Bay Area

Leena:Hello from Stevenson Ranch, California

Jennifer Lam:Hi everyone!

Jennifer Lam:Hello from San Francisco

Beth Crist:And hi again from Denver!

Natasha:Hello from Oregon!

Jennifer Crow:Hello from Fresno CA

Jamie Naidoo:Same, Same but different

Kristine Macalalad:Hello from Escondido!

Melissa:Hi Ginny- this is Melissa from Palo Alto!

liz maggio:Hi from Hamilton Twp, NJ

Kris Smith:Hi from SF.

Shivangi Pradhan:Hi -from New Zealand

Desiree:Hello from Denver here too!

Ginny Golden:Hi Melissa!!!

mark halvorsen:Hello from Fresno California

Jackie Lepeau:Hello from Fresno, California!

Hannah Moreno:Hello from Fresno!

BiblioRiqui:South City, Cali in the house!

Kristine Macalalad:My speakers are turned all the way up but still very hard to hear

Dale Savage - AZ:Hi all from Phoenix

Kristine Macalalad:hear

Maddy Walton-Hadlock:Hi from San Jose!

Ginny Golden:Way to represent Fresno :)

Kathy DeWeese:Hi from Sonoma County, California

Sandra Powell:Hello from Frederick MD

Erin Elliott:hi from Visalia, CA

Patti Meyer:Hi from Webster, Wisconsin

Amanda and Gayle:Hello everyone from Ontario--just tuning in and missed the name of that story book. Did anyone catch it?

Beth Yates:Hello from Indiana!

Infopeople Project - Mary:If you are having audio issues, you can call in: [888-450-5996](tel:888-450-5996) passcode 264311#

Shannon Brake:Hi from McPherson KS

Lisa Cosgrove-Davies:Good afternoon from Arlington, VAQ

Lisa Cosgrove-Davies:VA

Anne Sinclair:Hi from Rexburg, ID

Meg Thackoorie:Meg Thackoorie from Moorpark CA

North Bergen Library:The Sandwich Swap

Maria Kramer:Maria Kramer, Redwood City Public Library

Barbara Rainey:Hello from Henrico, VA

Allie Marquez:Hi from

Allie Marquez:Fresno!

Shannon Brake:Are we supposed to be hearing more than just music?

Anne Sinclair:"The Sandwich Swap" by Queen Rania of Jordan

Armin Arethna:Hello from overcast Berkeley, California!

Jessica:Hello from Humboldt County California!

Alisa:Houston, TX

Infopeople Project - Mary:Shannon you should be hearing Jamie right now.

Cynthia M. Parkhill:Hello, this is Cynthia in Ashland, OR. I'm a member of a neuroatypical culture as well as a paralibrarian.

Kristin Brown:Colorado Springs!

Rebecca:hello from Middleton, WI!

Sharon Vaughan:Atlanta, GA

Bob123:Hello! Thank you. I received the handout.

Shannon Brake:OK, thanks. -- I've got a glitch.

Infopeople Project - Mary:If you are having audio issues, you can call in: [888-450-5996](tel:888-450-5996) passcode 264311#

Amanda and Gayle:thank you!

TOUGER:Yes!

Nancy Maday:Hi Kristin!

juanita:I do

Shannon Brake:My lovely children had spotify running in the background:)

Sandra Powell:There was a handout? I did not receive it

Renee Menesini:Hello from Yerington, Nevada!

Carrie Wolfson:Not yet in a formal way...conversations in the works

Maria Kramer:We do

Leena:We celebrate Dia every year.'

Marissa:<https://infopeople.org/sites/default/files/webinar/2016/08-09-2016/Handout.pdf> handout

Kira:Yes, I do some cross cultural programs

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Kira:We celebrate Diwali

Shannon Brake:We are having an Immigration and Migration panel in Sept.

Meredith Steiner:Hello from blissfully cool San Francisco (was in DC last week -- so hot!)

Dessa Gunning:Dessa Gunning Trinidad CA.

Victoria - Ridgewood:Victoria Hildiltch - Ridgewood, NJ

Shivangi Pradhan:We run a training programme called Serving Diverse Aucklanders

juanita:Sorry, I just came on I at the reference desk...busy

Yer:I would love to begin a cultural literacy program

Jessica:Hi Dessa!- I work at the Eureka, CA branch!

Shannon Brake:Festival of Cultures

juanita:Hello, Juanita James, Brooklyn Public Library, Brooklyn, NY

Stanley Strauss:If you missed the start of the webinar, we will be archiving it and have it available later today.

Marissa:Love geeking out with people

TOUGER:Yer, contact me and I can share some program with you. :)

Amanda and Gayle:I always like ot use sports teams as an example (Y)

Dale Savage - AZ:being a cultural insider feels like normal

Dessa Gunning:Hi Jessica Fun to find someone near by I am librarian for Trinidad Ranchernia

Yer:Great. Do you have a work email? Here's mine: yer.vang@fresnolibrary.org

TOUGER:touger.vang@yolocounty.org

Shivangi Pradhan:Any one attending from Australia?

Penny Peck:No "It's a Small World" type of thing

Leena:For everyone: I'd love to know about cultural programs that you have held in your library for school age children. My email is lwaller@library.lacounty.gov

juanita:I totally agree with the host

Dessa Gunning:yes ! email ogunning@trinidadrancheria.com would enjoy hearing from you.

Jennifer Lam:me too! my email is : jennifer.lam@sfpl.org

Infopeople Project - Mary:Hi Penny!

Yer:Thank you. Right now in I'm in the department of Adult Literacy for Fresno County. I would love to develop a program for Cultural Literacy.

Marissa:Would also love to hear what others have done: mburkey@sno-isle.org

Kris Smith:Henna

Marissa:Henna!

Jennifer Lam:Henna

Patrina:Indian

Kira:Mehndi

Victoria - Ridgewood:Henna

Marissa:Partners

Kris Smith:Mom and Grandmom

Patrina:elderly

Kira:East Indian, Asian

Celine:family

Patrina:Sikh

Sandra Powell:If they came into my library, I would find myself wondering if they spoke English, or if they are new immigrants.

Marissa:Prom

Patrina:friends

Patrina:cool motorcycle!

TOUGER:Wow

Patrina:beautiful!

Marissa:I think she's beautiful

Kira:They are all beautiful people.

Shannon Brake:My work with TED has broadened my cultural acceptance greatly.

Patrina:Japanese...

Marissa:That's a youtube video

Penny Peck:Creating cultural programs without partners from that culture can come across at condescending.

Patrina:childhood obesity...

Shivangi Pradhan:homeless

Marissa:Thinking of different resources we can offer to help

Penny Peck:Sorry for the typos

Patrina:reminds me of a couple homeless patrons who come to the library where I work.

Rebecca:Woman in the Van movie..

Kira:ESL programs

Kira:ELL programs

TOUGER:Could he just be tired and taking a nap instead of being labeled as "homeless?"

Shivangi Pradhan:Lots of them in the city we have started a project that engages them in activities

Carrie Wolfson:Despite lots of intentional learning, I still have automatic assumptions about these pictures that I don't want to share.

Jessica:i agree Carrie-

Marissa:Two of my closest friends are Trans, so I think about all of the things I've learned from them

Rebecca:Book "If I was your girl" about transgender teen

Patrina:I prefer to think of people as people first- then a descriptor; for example, a child who is homeschooled, a family who are homeless, etc.

Carrie Wolfson:Transgender teen "omigosh you must have such a hard life I want to help you fix EVERYTHING" and try to give them way too many resources, with probably more enthusiasm than is appropriate

Carrie Wolfson:I probably do this to some extent with lots of non-dominant cultural groups

Desiree:These are all backgrounds we see on a regular basis, I try to find as much common ground and understanding I can, but am also often wondering if I'm giving the best possible response.

TOUGER:I do not know about this... assumption that they are from a different country that they can read and write in their native language is a big assumption.

Marissa:^

Dale Savage - AZ:true, Touger... half the world's languages are not yet written

Carrie Wolfson:Good point, Touger

Evan Kendrick:True, I even see a lot of Spanish speakers who are not able to write in Spanish.

Erin Elliott:Visalia is majority evangelical, and I find myself choosing books for display and story time with an eye toward not offend that community.

Leena:I speak Russian but never learned to read or write.

Barbara Rainey:in many countries public libraries aren't readily available. Also if you aren't educated then you tend not to go to the library

Marissa:That's true

Kris Smith:Are there any slides up on the board?

Marissa:Kris, you can find the slides and handouts

here: <https://infopeople.org/civicrm/event/info?reset=1&id=591>

TOUGER:One thing I learn as a refugee and working with refugees for over 20 years is that, typically, the first wave of any refugees are the one who are usually have some education background or from the professional but a large majority of after that first wave, usually have very little or no formal education of their native languages. I would rather ask and then assume.

Sandra Powell:I wish the library had had books in Spanish when I was a kid. Mom made sure I maintained my spoken Spanish, and I could get by writing and reading, but it was not until I was an adult that I became a fluent reader/writer.

Carrie Wolfson:#WeNeedDiverseLibrarians

Leena:I would also add, we need diverse administrators and library directors.

juanita:i agree with Carrie, more African American librarians

Sandra Powell:True Leena!

Marissa:Yes, Carrie!

Marissa:And Leena!

juanita:Also, Leena, not enough diverse Library Directors and Administration

Barbara Rainey:As an African American librarian, most people don't understand my choice of becoming a librarian

juanita:Really, Barbara, what do you tell them

Carrie Wolfson:Diverse library leaders

Dessa Gunning:Talk Story has wonderful idea and rograming for free check it out.

Leena:I'm a refuge. I learned English as a child thanks to using the public library. I went into the profession to give back and pass it on.

Jennifer Crow:Debbie Reese will be in Fresno Sept 15 Arne Nixon Center Fresno State

Jennifer Crow:Sorry--October 13th not Sept, 15

Evan Kendrick:And also don't assume that everyone in your Latino community is of Mexican origin.

Barbara Rainey:I tell them that if a child sees someone that looks like them in the library they are more likely to come to the library

juanita:That is a good point

Marissa:Too true Evan

Barbara Rainey:you can't tell someone reading is important or education is important if they don't see it

Sandra Powell:YES EVAN! That is a good way to show your ignorance, and to insult your patrons.

juanita:@Barbara, that is true

Becca:Put in the work to build relationships within those communities, as well - it may take a long time, but it's worth it

juanita:I went into the profession when I saw that there are not many African American librarians and I wanted to make a change

Barbara Rainey:i also wear 6 inch heels to work so that also shatters the myth of what "librarians" look like

Marissa:Good for you Juanita :D

juanita:@Barbara, OK, you go girl

juanita:lol

Marissa:How do you walk in those?! I would fall on my face. Wish I could pull that off

juanita:Also, I wanted my voice to be heard

Barbara Rainey:@juanita, so do i

Barbara Rainey:@marissa, i have been wearing heels since i was a teen

juanita:@Barbara, I might need training lessons LOL

Kristine:Barbara, there is a note above my head right now that says, "A good librarian should always wear sensible shoes. Be aware though, that sometimes the most sensible (*italics*) choice is a pair of six-inch spiked heels that can be wielded as weapons against obnoxious library patrons or coworkers."

Barbara Rainey:lol

Barbara Rainey:I need that sign

Becca:Will an archive of this be available? I was delayed coming in and I'd like to be able to watch from beginning

Marissa:I think it's really important to note that what we may think is important to learn may not be as important in someone else's culture. It is as important to work with parents and show them the importance of getting a education as it is to encourage children to work towards that.

juanita:Dia programs at our library system is mostly geared to Latino patrons and culture

Infopeople Project - Mary:Yes the webinar archive will be posted later this afternoon

here <https://www.infopeople.org/civicrm/event/info?reset=1&id=591>

Becca:Thank you, Mary!

juanita:I try to incorporate all children that I have come in to get involve into the program

Cynthia M. Parkhill:When including input from the "target audience." One misstep I see is that, when it comes to autism spectrum, parents and professionals are accepted as the "experts" instead of autistic people our own selves. Parents and caregivers can offer valuable input, but should be IN ADDITION to autistic people's input.

Marissa:Completely agree, Cynthia

Shivangi Pradhan:Do you have separate Chinese Libraries in the US?

Bob123:I agree with you, too, Cynthia. I think the whole point is that we all want to feel heard and that people are listening and truly care.

Leena:I think there is a need for a first generation american program- for all the new refugees and immigrants from Europe and Middle East.

juanita:I think we are all saying the same thing, we are all on the same page. I hope that we can execute these ideas and programs in our libraries and administration support them

juanita:@ Carrie, I could not agree with you more

Elizabeth Gray:Does anyone have a language learning section in their library? I thought this would be helpful to many people.

juanita:At the Brooklyn Public Library, we do have an extensive language learning section and programs in our system

Barbara Rainey:we do at my branch. we put all the materials on learning a language together.

Leena: Little Pim Language DVDs for Kids.

Evan Kendrick: Also, if your library has Learn English programs that could be a great target audience, as many of those participants have families.

Shivangi Pradhan: Auckland has 55 libraries and all have separate Maori, Pacific and Community languages collections in each library

juanita: I agree with everything the speaker is saying, very very true

Kira: We have language learning CDs, playviews, Launchpad (pre-loaded tablets), and language learning databases to assist language learners.

Kira: Foreign language collections are based on the ethnic populations that reside in the towns. We have a Chinese, Hindi, and Russian book collection.

Kathie Young de Herrera: Kira, can you provide your e-mail address?

Rebecca: I think holiday books that include multicultural holidays is also important

Evan Kendrick: Reach Out and Read is also implemented by a lot of health clinics too.

Marissa: Ours are as well. We have many languages, though unfortunately do not have French even though I get a question about French books probably once a week. Anyone know of a good place to recommend patrons can read books in French for free?

[Kira: kmcgann@westfordma.gov](mailto:kmcgann@westfordma.gov)

Evan Kendrick: Anyone going to IFLA in Columbus?

Becca: At my library, "outreach" seems to be solely about preschools and daycares coming in for storytimes. I'd really like to broaden our definition because I feel like we should be serving more of our community - building those relationships is important to me.

Stanley Strauss: If you have questions for Jaime, please type them here.

Evan Kendrick: Agreed, Becca. And the ones who need us most are never coming through our doors.

Marissa: Yes Becca!

Becca: Exactly - I am in my first year at my library, so I am getting more comfortable with suggesting things now

Laura Benn: Several of the links in the handout are broken. Do you have an updated handout?

Evan Kendrick: I'd highly recommend getting involved with your community's early childhood council.

Laura Benn: <http://www.ala.org/alsc/sites/ala.org/alsc/files/content/professional-tools/lsspccoolkit-2015.pdf>

Becca: So, I'd like to get out and start working with other community groups.

Becca: Thanks, Evan

Kathie Young de Herrera: Were you aware that "Cultural Literacy" is a term used by ED Hirsch of the Core Knowledge educational theory?

juanita: @Evan, if they are not coming in the doors, then try to go out and meet them where they are

Meredith Beales: Laura (hi!), that link worked for me.

Evan Kendrick: Yes! And I do!!

Sara White: How do you decide which cultures to focus on? We have so many and don't want to leave anyone out -- how do you make sure you're being truly inclusive?

Evan Kendrick: Catholic Charities often has English classes and that is a great place to make some of those connections.

juanita: @Evan, good for you

Bob123: Do you have any suggestions for dealing with patrons that are hard to understand because English is their second language? Often times, people become frustrated when you cannot understand them.

Marissa: Does the handout have any links to successful programs done in libraries so far?

Sandra Powell: @Bob123.... remember, they have a hard time understanding you too.

Shivangi Pradhan: Will you be sending us the link to the presentation?

Becca: @Laura Benn, I think your link is broken

Rebecca: Bob123: I usually ask if they can write out words I have trouble understanding.

Stanley Strauss: Also, a Google search on cultural diversity programs in libraries will list some.

Becca: Whoops, just realized that was what you said

Jamie Naidoo: Programming Librarian

Marissa: Thank you!

Sandra Powell: @Bob123-- I have also used Google translate at times (and hesitate to) and put my english into their language

Kira: Thank you

Kathie Young de Herrera: Thanks Jamie!

Patrina: Google translate works great!

Thomas Hage: How about programs for children who are deaf?

Evan Kendrick: Yes, there is a list of library vocab in Spanish!

Maria Kramer: #asalwaysExcellentPresentation!

juanita: I use Google Translate as well, work good but it can get time consuming

Patrina: Find a bilingual dictionary in their native language if your library has one...

Marissa: ^ASL maybe? My library system uses some ASL in our storytimes

Desiree: Mango's Spanish for Librarians class is a good start for working with Spanish speakers.

Kris Smith: After a while you start to understand the language

Kathie Young de Herrera: Which are your favorite vendors for diverse children's materials?

Leena: We are looking at using ipads with google translate. Person can ask their question in native language into the ipad (verbally) and ipad will translate also verbally.

Amanda and Gayle: We represent 12+ rural libraries, whose communities are becoming increasingly diverse but diversity isn't a "normalized" concept for them yet. I'm working to help develop cultural competence among these staff, and also the broader 'long-term' community members... Do you have any tips for teaching cultural competence in communities that are largely culturally blind??

Beth Crist: At Denver Public Library, there's a list on the intranet of all staff that speak other languages and which branch they work in so you can find, say, someone that can speak Somali, call them at their branch and have them talk with your patron on the phone.

Bob123: Thank you for all your responses. I will try them out!

Dessa Gunning: oyate for native CA. information and other culture in CA.

Becca: @Leena - what a great idea!

Carrie Wolfson: Relating to Black Lives Matter programming: Storytime Underground just came out with a strong statement on twitter in support of libraries engaging supporting this movement or speaking out against police brutality. What would you say to pushback that Black Lives Matter programming at libraries is too overtly political? Or too tricky to navigate if a library is part of a local government that shares funding or priorities with a police department?

Carrie Wolfson: (apologies for typos)

Maria Kramer: Thank you Dr. Naidoo!

Penny Peck: This has been a great webinar, thanks Jamie (and Mary)!

Infopeople Project - Mary: You're welcome Penny!

Carrie Wolfson: (Here's the twitter thread for reference: <http://aplus.com/a/black-lives-matter-storytime-underground>)

Leena: Thank you Dr. Naidoo! Wish this was a two-part webinar.

Katrina D.: I would also like to recommend visiting the CCBC's website for lists of good culturally diverse books: <https://ccbc.education.wisc.edu/default.asp> The website isn't the most user friendly, but the CCBC librarians are extremely knowledgeable about evaluating children's books.

ocardenas: Thank you so much for the valuable resources! Great webinar!

juanita: @Carrie, I would say be sure you know what you are doing and exactly what the speaker is saying..

Carrie Wolfson: Thanks for the response!

Meredith Steiner: I used BLM lists to create a large BLM display. I called it, "Let

Deborah Walburn: Simply awesome! Thank you for presenting!

Meredith Steiner: "Let's talk about Race"

Carrie Wolfson: Thanks, everyone!

Kris Smith: Yes, thank you.

Hannah Moreno:Thank you!

Armin Arethna:Thank you Dr. Naidoo!

Becca:One of the best webinars I've attended! Thanks!

Infopeople Project - Mary:<https://www.surveymonkey.com/r/67ST822>

mark halvorsen:thank you

Amanda Comer:Thank you!

Jennifer Crow:Thank you, Jamie!

TML:Thank you!

Katrina D.:Thanks!

Sandra Powell:Thank you!

Desiree:Thank you!

Evan Kendrick:Thank you!

Lena:Thank you! Great presentation!

Michele Fenton:Thanks

Tess Prendergast:Thanks to Dr Naidoo and Infopeople, it was excellent!

Meredith Steiner:because I wanted to engage patrons who I thought might not think BLM was for them

Amanda Luna:Thank you!

Jackie Lepeau:Thank you! :)

juanita:Thank You, wonderful information!

Jana Fine:Thanks!

Evan Kendrick:Excellent, Meredith. Black lives do matter. To all of us.

Sharon Vaughan:Thank you!!

BiblioRiqui:Thak you & muchisimas gracias!

Carrie Wolfson:Thanks, Meredith - those are good points.

ANNA TKACHEV:Thank you!