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Non-English collection development in public libraries : case studies

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Steward, Celeste F., M.L.S.

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**NON-ENGLISH COLLECTION DEVELOPMENT
IN PUBLIC LIBRARIES: CASE STUDIES**

A Thesis

Presented to

**The Faculty of the Division of Library
and Information Science**

In Partial Fulfillment

**of the Requirements for the Degree
Master of Library Science**

by

Celeste F. Steward

May, 1992

APPROVED FOR THE DIVISION OF
LIBRARY & INFORMATION SCIENCE

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APPROVED FOR THE UNIVERSITY

ABSTRACT

NON-ENGLISH COLLECTION DEVELOPMENT IN PUBLIC LIBRARIES: CASE STUDIES

by Celeste F. Steward

This thesis examines the impact of a large immigrant population on public library collection development.

Ethnic minorities have become sizeable entities in Alameda County and the problem of determining the number of limited English proficient readers is addressed. Methods used by public libraries to plan, select, acquire, and fund larger non-English collections are studied. An inventory of non-English holdings is provided.

Research on this subject reveals that non-English collection development is gaining momentum as public libraries refine their methods of gathering information on ethnic minorities and as non-English materials become more widely available.

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CHAPTER 1
STATEMENT OF THE PROBLEM

Introduction

Non-English collection development is currently an area of serious concern for public libraries throughout California. During the last decade, the state absorbed 2.3 million immigrants. Nearly 80,000 of these immigrants settled in Alameda County between 1980 and 1990, making it the sixth largest immigrant population in the state.¹

A majority of Alameda County's immigrants are either Hispanic or Asian. The two groups present a challenge for public libraries because of their large numbers as well as the variety of languages spoken, particularly Asian languages with non-Roman alphabets. In addition, a growing influx of Middle Eastern immigrants to Alameda County presents still another set of languages, including Farsi, Hindi, Arabic, and Punjabi.

Public library collections are being developed to reflect this diversity with increasing efforts toward building sizeable non-English collections. However, these materials present a challenge in their selection, acquisition, cataloging, and funding.

¹ "Urbanized Areas in California," California State Census Data Center Newsletter 9 (November 1991): 4.

This study will explore the impact of a large immigrant population on public libraries through surveys and interviews with library managers and librarians. Their methods of planning and developing non-English collections will be studied.

Recent growth of these collections in Alameda County public libraries is remarkable in terms of commitment on the part of librarians. All of the librarians interviewed agreed non-English materials are essential if libraries are to reflect their communities. Thus, their commitment may be comparable to one made by librarians at the turn of the century, since the wave of European immigrants nearly rivals the present immigrant population in this country:

Librarians of nearly a century ago struggled with the same kinds of questions we face today about the library's role in teaching adults to read. They, too, pitched in and helped, their focus being on acclimating immigrant populations to their new life in the U.S.²

A hundred years ago, many of the libraries in this case study were not yet built. Thus, they are meeting such a challenge for the first time. Perhaps this examination may serve as a model for public libraries in other areas with a high degree of ethnic diversity.

²Marcum, Deanna B. and Stone, Elizabeth W., "Literacy: the Library Legacy," American Libraries, 22 (March 1991): 202-205.

Limited English Proficiency and Public Libraries

Many local governments in Alameda County currently consider ethnic diversity a source of civic pride. While multicultural communities present rich variety, they also pose a multilingual challenge for public libraries. The problem is further complicated when libraries cannot quickly ascertain the languages spoken by these ethnic groups.

Librarians in this study gathered this type of information from a variety of sources, including patron requests for non-English materials, local school district language proficiency information, and census data. But, while government sources are extremely useful, they do not offer the most current information.

Meanwhile, public libraries must meet the information needs of a group of people whose size and characteristics can only be estimated. Unless a needs assessment is conducted, or users with limited English skills ask for materials in a specific language--which means they must be able to speak English on some level or have an interpreter--libraries must rely on demographic statistics from national, state, county, and municipal agencies.

Estimating the number of limited English patrons in a library's service area is neither easy nor very accurate. A majority of librarians included in this study tended to

rely heavily on their own observations, user requests, and extrapolations from school district statistics for limited English proficient (LEP) students in determining reasonable estimates of the major languages spoken in their particular community.

In 1991, 27,981 public school children were considered LEP, out of 45,546 students who were either immigrant or children of immigrants (Table 1, p. 5-6). In Alameda County public schools, a child is considered fluent in English if he or she can pass an oral, written and reading test. Children are tested on the basis of an enrollment survey asking primary language spoken in the home and frequency of language spoken, among other questions. If a child passes the oral test, he or she is then tested for reading and writing skills. If the child cannot pass the oral test, he is considered limited English proficient and is not tested further. Depending on the student's age, the test's level of difficulty varies, but basically assesses the child's ability to speak at a level higher than "survival or playground English."³

While there were approximately 50 languages spoken in

³ McBride, Catherine, program evaluator for bilingual education, Berkeley Unified School District, telephone interview by author, 20 January 1992.

TABLE 1
NUMBER OF LIMITED AND FLUENT-ENGLISH
PROFICIENT STUDENTS IN ALAMEDA COUNTY
PUBLIC SCHOOLS, BY LANGUAGE, 1991.

Language	LEP	FEP	Total
Spanish	11,759	5,765	17,524
Vietnamese	2,334	966	3,300
Cantonese	3,656	2,230	5,886
Korean	473	598	1,071
Pilipino (Tagalog)	1,876	2,433	4,309
Portuguese	204	416	620
Mandarin (Putonghua)	534	670	1,204
Japanese	117	114	231
Cambodian	1,146	109	1,255
Lao	414	65	479
Arabic	213	132	345
Armenian	1	4	5
Burmese	5	0	5
Croatian	5	1	6
Dutch	3	11	14
Farsi	1,241	573	1,814
French	26	49	75
German	21	38	59
Greek	16	68	84
Guamanian (Chamorro)	3	3	6
Hebrew	24	31	55
Hindi	406	408	814
Hmong	5	15	20
Hungarian	10	7	17
Ilocano	45	35	80
Indonesian	8	5	13
Italian	10	25	35
Punjabi	259	186	445
Russian	72	14	86
Samoan	41	38	79
Serbian (Serbo-Croatian)	1	2	3
Thai	35	14	49
Turkish	0	4	4
Tongan	185	56	241
Urdu	14	38	52
Visayan	4	4	8
Pashto	146	38	184
Polish	27	32	59

TABLE 1, cont.

<u>Language</u>	<u>LEP</u>	<u>FEP</u>	<u>Total</u>
Assyrian	1	0	1
Gujarati	21	15	36
Mien (Yao)	679	63	742
Rumanian	34	29	63
Taiwanese	7	5	12
Native American	0	5	5
Other Chinese	135	293	428
Other Filipino	60	99	159
All Other Languages	1,705	1,859	3,564
Total Alameda County	27,981	17,565	45,546

Source: Alameda County Board of Education, Language Census Data Collection, April 1991.

homes throughout the county, the major ones were, in descending order: Spanish, Cantonese, Vietnamese, Tagalog (Filipino), Farsi, and Cambodian. The order varied greatly at the local level. However, Spanish speakers (11,759 total) outnumbered all other LEP students in most districts.⁴

Librarians must estimate their community's number of LEP adults and children in order to justify allocating a portion of their budgets to non-English materials. Moreover, that portion of the budget must be further divided up by selected languages. But this simple formula for ethnic materials acquisition becomes a quagmire when

⁴Alameda County Board of Education, "Number of Limited-English-Proficient Students in California Public School Districts, By Language," April 1991.

languages present themselves faster than libraries can plan and budget for them.

By the year 2000, the ethnic minority population is expected to become 50% of Alameda County's entire population. The 1990 census for the county shows clearly that ethnic groups are indeed becoming fast-growing entities (Appendix 1). Over the last decade, many cities' populations have risen to more than 25% Hispanic and almost 20% Asian and Southeast Asian. For example, Union City is 25% Hispanic and 32% Asian and Southeast Asian. In Hayward, San Leandro, San Lorenzo, and Castro Valley, the percentage of Asians doubled to 15.5%, 13.8%, 10.8%, and 8.5% respectively, since 1980. Hispanics now represent 24% of the city of Hayward compared to 20.2% a decade ago.³

Within communities, Asians are classed in two categories: Asian and Pacific Islanders. Vietnamese are included in the Asian group, as well as Chinese, Japanese, Filipino, Asian Indian, Korean, Cambodian, Hmong, Laotian, and Thai. The Pacific Islander group includes Hawaiian, Samoan, Tongan, Guamanian, Micronesian, and Melanesian.⁴

³Joson, Janet and Davis, Alexander, "East Bay Leads the Way in Ethnic Diversity," The Daily Review (Hayward, Calif.) 3 March 1991, p.1(A).

⁴U.S. Census Bureau, 1990 Census. Asian and Pacific Islanders by Place/City: Alameda County, STF-1A.

Even in white-dominated areas such as Pleasanton, Fremont, and Livermore, traditional library collections are beginning to include small non-English collections. In the near future, librarians do not expect current minority growth at the either the county or state level to slow.

Indeed, immigration will most likely fuel continued growth, according to a study by the Center for Continuing Study of the California Economy, a Palo Alto-based think tank:

With new immigrants expected to continue to pour in at a rate of 250,000 a year for the next decade, ethnic minorities will add up to 50 percent of the state's population by 2000.'

In terms of library service, the presence of large numbers of immigrants means library administrators must find a way to provide information for users who have a language barrier. Since it is impossible to provide materials in all languages spoken by the population as a whole, libraries must determine which languages are most in demand and make a financial commitment to developing larger non-English collections in these areas.

⁷Tranquada, Jim, "State Population Will Swell to 35 Million by Year 2000," The Argus, (Fremont, Calif.), 28 May 1990, p. 3(A).

Goals of the Study

Public libraries throughout the county have been considering the diversity issue and its impact on library services for several years, but never more so than now. Most have begun building non-English collections in one or two languages. A few libraries, such as Oakland's Asian and Latin American branches, have distinguished themselves as model ethnic materials centers in terms of major holdings.

Since 1982, the number of California school children with limited English proficiency has risen from 431,000 (11% among a total population of 4 million) to 986,000 (20% among a total population of 4.9 million) in 1991, or one of every five youngsters.*

This fact is not only of interest to teachers but librarians as well. Limited English proficiency statistics for adults are hard to come by, as many librarians in this study attested. However, all agreed that this type of information would be valuable to librarians and has direct bearing on public library collection development.

*Nakao, Annie. "Assessing the Cost of Immigration," The San Francisco Examiner 1 December 1991. p. 1(B).

While librarians do not know exact numbers of non-native speakers in their communities, they determine a considerable amount from their individual library's needs assessments and local school district data. Almost all librarians in this study agreed that spending on non-English materials in the near future must correspond with the percentages of immigrant growth well into the next century.

This study will explore ethnic diversity in Alameda County and how growing numbers of immigrants present a challenge for today's libraries in collection planning, funding, selection, acquisition, and bibliographic access. Alameda County was chosen as a case study area because of its large and diverse immigrant population. Furthermore, this county is expected to be one of four most ethnically diverse areas in the state by the year 2000.*

This study's goals are:

1. To examine how librarians determine the information needs of non-native speakers within the public library service area.
2. To establish whether non-English collections are becoming an accepted part of traditional library services in Alameda County.

*Payne, Judith, et al, Public Libraries Face California's Ethnic and Racial Diversity (Santa Monica : Rand Corp., 1988) 21.

4. To look at some of the methods currently used by public libraries to plan and fund larger multilingual collections.
5. To consider some of the problems in selection, acquisition, purchase and on-line access to non-English materials.

Having looked at these issues, conclusions based on this research will include some ideas on the future of non-English collections in Alameda County public libraries.

Methodology

Research for this paper was done by a survey of non-English collection development that was submitted to six main municipal libraries in Alameda County and the main library in the Alameda County Library System. In addition, five selected branch libraries were surveyed--three Alameda County and two Oakland Public Library branches (Appendix 2).

The county branch libraries were selected because it was determined through conversations with librarians these particular libraries had somewhat substantial (more than 100 volumes) of non-English materials. Oakland's Latin American and Asian branches were surveyed in addition to the main library since these two branch collections have established large (more than 20,000 each) non-English holdings.

Because the Alameda County Library System's collection development policy comes from a central administration office in Fremont, a county administrative librarian completed a survey for the entire system.

In all, a total of 13 surveys were mailed out and a total of 11 libraries responded to the collection development survey. The questionnaire asked each library basic holdings information, the dollar amounts of their budget allocations for non-English languages, and circulation frequency of non-English materials. In addition, the libraries were asked about their methods of planning, selecting, and acquiring foreign language materials.

Three libraries were chosen as case studies for this paper under the following criteria: type of non-English language holdings, collection size, and budgetary commitment. In terms of foreign language acquisition, the case study libraries reflect varying stages of collection development in this area. Librarians were interviewed on the basis of their collection development expertise or administrative capacity.

CHAPTER 2

SURVEY OF THE LITERATURE

Searches of the professional literature published over the last ten years turned up hundreds of citations for books and periodical articles describing ethnic collection development from a philosophical or anecdotal viewpoint. However, a smaller portion was prescriptive and provided general guidelines for building non-English collections.

Factors affecting growth of these collections change rapidly, such as availability of materials, a larger influx of immigrants representing more culturally diverse groups, and availability of funding for collection development. Therefore, case studies more than five years old are somewhat dated and not useful in this study. Over the last five years, no case studies on this topic were found.

A large category of literature was anecdotal and offered numerous success stories of ethnic collection development. An article by Renee Tjoumas traced the evolution of the Queens Borough Public Library's New Americans Project, a grant-funded program for immigrant services. Tjoumas described how the library phased out acquisition of academically-oriented foreign language materials as part of a departmental function in favor of a

specialty-trained committee whose primary responsibility was selection of popular non-English materials. In assessing ethnic information needs, the NAP staff contacted police personnel, foreign language publications, local agencies that served immigrants, and government officers in an extensive network of communication. Based on these contacts, the NAP compiled lists of recommended titles from which Queens Borough branch librarians were able to choose books for their clientele. The program became so successful, according to Tjoumas, that it was eventually adopted and funded entirely by the library.¹⁰

Another article, written by Patrick M. Valentine, described the success of a centralized foreign language resource center in Fayetteville, North Carolina. In conjunction with the North Carolina State Library, the Cumberland County Library System created a central non-English collection to serve the local community as well as the state's immigrant population.¹¹

Admittedly, North Carolina had a small ethnic

¹⁰Tjoumas, Renee, "Giving New Americans a Green Light in Life: a Paradigm for Serving Immigrant Communities," Public Libraries 26 (Fall 1987): 103-107.

¹¹Valentine, Patrick M., "The North Carolina Foreign Language Center," Public Library Quarterly, 5 (Winter 1984): 47-59.

population in 1984. Thus, interlibrary loan, a major operative method of this library, was not terribly expensive and time-consuming at that point. Since interlibrary loan was given higher priority than most libraries are willing to provide, the author asserted this resulted in more satisfied users. Furthermore, he said the benefit of pouring all available foreign language funding into one library system produced a larger and more varied collection. In doing so, the collection justified the hiring of qualified staff:

He or she can then devote all available time and energy to this one project, institute specialized and appropriate services, keep better track of shifting demands, and stay in touch with patrons and dealers. At the same time, the largest concentration of ethnic, non-native English speakers in the state has ready access to the collection.¹²

In California, this approach may not work on a statewide level. However, regional ethnic resource centers or networks might be areas for further study. The concept of centralized selection, acquisition, and cataloging of non-English materials was the subject of a more philosophical category of literature.

In his essay on interlibrary cooperation, William R. Lee proposed the idea of regional cooperatives in which

¹²Valentine, 52.

libraries might pool their collective selection, cataloging, and interlibrary loan resources to overcome problems inherent in non-English collection development. Lee, an Alameda County librarian, offered scenarios of this type of sharing, such as librarians visiting local vendors as a group to select books with the help of bilingual staff from another library, or referring loan requests for materials with non-Roman alphabets to a library with language expertise and a CJK terminal. He concluded:

Resource sharing may not be easy. It requires a willingness to compromise on issues for the greater good. Mostly, it requires time, a commodity in which few libraries have much stock.¹³

Clearly, the number of articles hailing interlibrary cooperation as ideally suited to non-English collection development may indicate this is a prevailing philosophy among librarians. Most public libraries recognize the fact that they cannot be self-sufficient as long as the variety of ethnic groups surpasses their budgetary allocations. By sharing selection and cataloging skills, libraries could provide materials for a wider audience

¹³Lee, William R., "Collection Development, Interlibrary Loan, and Interlibrary Cooperation" in Developing Library Collections for California's Emerging Majority (Oakland, Calif.: Bay Area Library and Information System, 1990) 83-90.

without assuming a larger financial burden. Moreover:

Bibliographic utilities provide for rapid transmission of interlibrary loan requests information, acquisitions data, cooperative purchase petitions, and cataloging expertise. The potential for shared use of bibliographic expertise and language specialization among a group of institutions is particularly relevant for ethnic studies.¹⁴

A third class of professional literature was prescriptive and addressed problems in ethnic collection development, including general guidelines for multilingual materials. In 1990, an American Library Association subcommittee compiled rules for selection, types of materials formats, bibliographic and physical access, and collection maintenance. The ALA's Reference and Adult Services Division advised libraries to provide substantial collections for each ethnic, cultural or linguistic group in the community. A more challenging proposition suggested:

Demand may not correspond to the population size of an ethnic, linguistic or cultural group in the community. Low demand may be the result of situations where inadequate or no service has been previously provided, or, because of low expectations on the part of some potential users. In addition demand may be affected by the educational level or reading interest level of the target community.¹⁵

¹⁴Randall, Anne Knight, "Problem Areas in the Development of Ethnic Collections" in Ethnic Collections in Libraries, edited by E.J. Josey and Marva DeLoach (New York: Neal-Schuman, 1983) 13-22.

¹⁵"Guidelines for Multilingual Materials

As a preliminary step, the rules advised libraries to strive harder in determining the potential need for services. These guidelines were intended to be a model which libraries can measure their progress against. They represent the ideal situation as well, particularly the directive for bibliographic access which recommends cataloging and public access in the original language or script.¹⁶

Another article which discussed Hispanic information needs assessment raised an important point regarding selection of non-English materials. In providing materials for Hispanics, Yolanda Cuesta advised librarians to be aware of the distinction between the reading interests of new as opposed to settled immigrants. In doing so, she called for more thorough community analysis:

Serving the reading needs of the Hispanic community is a complex and demanding endeavor. As the population dispersion continues, some of the assumptions about the composition of the Hispanic community may no longer hold true. It is imperative that libraries practice what they preach and conduct true needs assessments and community analysis.¹⁷

Collection and Development and Library Services," Reference Quarterly 30 (Winter 1990): 268-71.

¹⁶Ibid., 269.

¹⁷Cuesta, Yolanda J., "From Survival to Sophistication: Hispanic needs = library needs," Library Journal 115 (15 May 1990): 26-28.

This directive could apply to other ethnic groups as well and should be a major part of the criteria for non-English materials selection in public libraries.

In terms of how successfully California's libraries are serving ethnic groups, the two most helpful studies were conducted in 1988 and 1990, and they examined the capacity of the state's public libraries in adapting traditional services to ethnic population growth. Both reports suggested that libraries had not adapted to demographic changes for a variety of reasons, such as scarce resources, lack of bilingual staff and lack of needs assessment skills.

The 1990 study, entitled "Adrift in a Sea of Change," pointed to the failure of many public libraries in the first step toward building collections for ethnic groups:

Public libraries have been particularly backward in assessing the information needs of their communities, and in planning the design and implementation of services based on an understanding of those needs.¹⁰

This report, compiled by the Center for Policy Development (CPD) for the California State Library,

¹⁰Carlson, David B., et al, Adrift in a Sea of Change: California's Public Libraries Struggle to Meet the Information Needs of Multicultural Communities (Sacramento, Calif.: Center for Policy Development, 1990) iii.

surveyed more than 150 libraries and made field visits to 15 of them. Although this study found few impressive examples of adaptive libraries, both rural and urban public libraries were compared using the same standards. Thus, "Adrift in a Sea of Change" was not complimentary toward libraries which had tried or were in the process of expanding their non-English holdings:

As new ethnic populations, such as immigrants from Southeast Asia, enter the state, librarians have begun a search for materials in their languages. Nevertheless, it does not appear that substantial progress has been made in expanding these collections to any significant degree or that collection development is part of a broader strategy to meet the information needs of minorities. In other words, librarians are doing what they understand best, acquiring books and other print materials, and assuming that these will fill the needs of the growing numbers of minority members they see in the library service area.¹¹

Perhaps this may apply to some Alameda County libraries. However, several variables have changed since 1990, primarily librarians' acute awareness of multiculturalism and a financial commitment from library administrators to enhance collections for minorities. Most libraries in this study have earmarked funds for non-English materials as an integral part of their materials budgets.

The CPD report was conducted in the wake of an

¹¹Carlson, 40.

earlier study in 1988 by the RAND Corporation, which also examined the impact of ethnic diversity on public libraries in California and their ability to adapt to these changes. In a chapter on factors affecting adaptation, the RAND report suggested that libraries tailor their collections in accordance with community changes by modifying policies and establishing new budget criterias, rather than spending more money:

Interviewees rarely mentioned examples of these types of changes, except incremental ones: e.g. increasing the amount of the budget used for non-English books. But a library may need to reconsider its distribution of its collection budget along fundamental lines...²⁰

In other words, libraries must delineate further how to divide up the non-English materials budget, such as adult versus children's material, reference versus circulating materials, fiction versus nonfiction, materials on topics that keep the collection well-rounded but are rarely used, and newly published materials as well as older materials needed to improve a collection neglected in the past.²¹

The RAND study also marked a trend toward specialized branches for ethnic minority groups. The reasoning behind this strategy is that a branch devoted to a particular

²⁰Payne, 51. ²¹Ibid., 52.

language or range of them would be more comprehensive than housing small collections at several neighborhood branches. A few libraries in this study are in the process of housing their non-English materials at designated branches, such as Oakland Public Library's Asian and Latin American branches, Alameda County Library's Latino services at Union City and Berkeley Public Library's Asian language collection at its South Branch.

Although a major focus of "Adrift in a Sea of Change" was assessment of minority information needs rather than collection development, the study concluded:

The CPD interviews revealed that librarians are very concerned with collection development problems, especially the acquisition of quality materials and related problems of cataloguing and access. As new ethnic populations, such as immigrants from Southeast Asia, enter the state, librarians have begun a search for materials in their languages.²²

While many libraries in this study have found reliable sources of foreign language vendors, most are struggling now with selection, cataloging, and funding.

To this end, a related study to develop models for cooperative selection, acquisition and cataloging of Asian language materials is presently under way by the Bay Area Library and Information System's (BALIS) Ethnic Materials

²²Carlson, 40.

Task Force. The committee, formed in 1991, is part of a larger project that ultimately will address other issues in ethnic services, such as staff development and reference services. This task force compiled an inventory of Asian materials in its nine member libraries, six of which are in Alameda County. Their work will be discussed in Chapter 3, as it is relevant to this study.²³

In conclusion, the professional literature on ethnic collection development is abundant and covers a wide variety of related topics. Librarians can learn much from what has been written and adapt it to their own libraries. At the same time, case studies on methodology among a group of libraries within the same vicinity are rare, yet these provide practical information for libraries to measure their own progress as well as improve the non-English collection development process.

²³Bay Area Library and Information System, Ethnic Materials Task Force, "Inventory of Existing Materials" (Oakland, Calif.: unpublished, 1991).

CHAPTER 3

SURVEY RESULTS

Inventory of Existing Materials

In Alameda County public libraries, Spanish language materials constitute the majority of non-English holdings. Of the Asian languages, Chinese, Japanese, and Vietnamese are most prevalent. Korean and Tagalog are the next most prevalent (Table 2).

In terms of quantity and variety of languages, Oakland Public Library is the county's leading holder of non-English collections. Alameda County ranks second, followed by Berkeley, Hayward, Alameda City, and Livermore public libraries.

The non-English holdings are fairly proportionate to the size of each library's service area. For example, Livermore Public Library reported the smallest service area of 30,000 to 60,000; therefore, its language collections would be less than other libraries which serve larger and more ethnically diverse communities.

Oakland and Alameda County libraries have roughly the same size service areas--100,000 to 500,000--but the county library book budget is almost double that of Oakland library's. Several factors contribute to the fact that Oakland's non-English holdings nearly triple those of the Alameda County Library System.

First, Oakland has been developing its Spanish and Asian collections over the last two decades. While Alameda County has had a Spanish collection since the late 1970's, it had become outdated for a ten-year period due to lack of staff and money. Two years ago, Alameda County revived its Spanish collection through a \$40,000 federal "Partnerships for Change" grant.

Second, Oakland has Asian speaking staff, whereas Alameda County lacks Asian language expertise. County librarians have admitted this has been a hardship as far as Asian collection development. This situation is expected to change as Alameda County plans to contract with an Asian technical services vendor next year.

A third factor involves special funding. Alameda County has not acquired any grant funds for Asian collections, while Oakland has received grants over the last two years for Asian language acquisition.

Most libraries have an average of at least three languages. Hayward Public Library is the only library in the county to have Farsi and Arabic holdings, although several librarians at other libraries indicated there is a need for these materials.

Each library in this study has small collections of European languages--German, French, Russian, Portuguese,

Italian, or Swedish--in varying amounts. Only a few libraries, such as Berkeley, said they keep these collections current. Most of the libraries reported that Asian and Spanish materials circulated very well in contrast to European languages.

Except the Asian Branch Library, Asian language holdings in other public libraries are relatively modest by comparison. This situation will change in the next few years as more libraries acquire special funding for these collections or finance them from their own materials budgets.

Indeed, several libraries in this study have targeted Asian and Spanish languages for collection development over the next few years, including Berkeley (Chinese, Vietnamese, and Japanese); Alameda County (Chinese, Korean, Vietnamese, and Spanish); Hayward (Spanish, Vietnamese, and Farsi); and Livermore (Spanish and Vietnamese).

Planning Non-English Collections

Libraries in this study varied greatly in their approaches to non-English collection planning, depending on size and ethnic diversity of service area, staff and financial resources.

All of the respondents said they used some form of

TABLE 2
INVENTORY OF NON-ENGLISH MATERIALS

<u>Language</u>	<u>Ala. City</u>	<u>Ala. Co.**</u>	<u>Berk. P.L.</u>	<u>Hay. P.L.</u>	<u>Liv. P.L.</u>	<u>Oak. P.L.**</u>
<u>Spanish</u>	325	12,000	2,000	2,025	750	21,400
<u>Chinese</u>	775	550	4,000	298	50	15,000
<u>Japanese</u>	600	650	50	---	50	9,000
<u>Viet.</u>	100	6,125	50	692	28	7,000
<u>Korean</u>	100	---	---	---	50	7,000
<u>Tagalog</u>	50	---	---	92	---	3,000
<u>Thai</u>	---	---	---	---	---	400
<u>Cambodian</u>	---	---	---	---	---	200
<u>Laotian</u>	---	---	---	---	---	100
<u>Farsi</u>	---	---	---	287	---	---
<u>Arabic</u>	---	---	---	105	---	---
<u>*Other</u>	345	2,000	500	606	---	4,700
Totals	2,295	21,325	6,600	4,105	928	67,800

Source: Librarians' estimates, 1991-92. Figures include books, periodicals and audio-visual materials.

*Other includes European languages--German, French Italian, Russian, Portuguese or Swedish--in varying amounts.

Note: **Alameda County Lib. Sys. major Spanish holdings at Union City Branch; Asian and European holdings housed at various branches throughout system.

**Oakland P.L.'s major Spanish holdings housed at the Latin American Branch; major Asian holdings at Asian Branch, European languages (including Spanish) are housed throughout the system in minimal amounts.

needs assessment--either a formal survey of the community or a combination of patron requests, staff observation, demographic data, and community interaction, such as community forums and outreach programs--to determine multilingual information needs.

Unfortunately, many of the librarians interviewed said their libraries could not have financed a formal needs assessment study without a grant, such as Berkeley Public Library's study of Asian information needs. Last year, the library conducted a citywide needs assessment over several months using a combination of written and oral surveys.²⁴

During its 1992-93 fiscal year, Alameda County will conduct a needs assessment to study the information needs of Asian groups on a systemwide basis. The library formed a multicultural task force of county librarians to study implementation and improvement of multicultural services in the 12-branch system. The committee has developed a three-year plan to target Chinese, Korean, and Vietnamese the first year, Middle Eastern and Asian Indians the second year, and Black Americans in the third year.²⁵

²⁴ Mae Bolton of Berkeley Public Library, interview by author, 15 January 1992, tape recording, Berkeley Public Library, Berkeley, California.

²⁵ Luanne Gilbert, Deputy County Librarian for

Since the decision to target a particular language for development is reached through a combination of demographic statistics, school district data, patron requests, and circulation figures, most librarians in this study said patron requests and size of a particular ethnic group in the community weighed heavily in the final analysis.

While many of these libraries said they had brief written policies for ethnic materials, a few librarians expressed concern that their library's policy statements were too general and too outdated to be helpful.

Three libraries--Berkeley, Hayward and Oakland--supplied their brief collection development statements. They ranged from one paragraph to a half page. Basically, all three documents suggested foreign language collections be a balance of popular fiction, non-fiction, and literature in a specific language. The policy statements did not go into any detail as to how to do this.

In a draft report on Asian collection development, the Ethnic Materials Task Force concluded that Asian materials selection was happening without a written plan in most BALIS-member libraries. To remedy this situation,

Public Services, Alameda County Library System, telephone interview by author, 26 February 1992.

the BALIS task force recommended that each library develop a plan suited to their library's needs:

Brief, written plans that state policy, designate languages to be purchased, and that establish goals and parameters for the nature, scope, and size of Asian language collections would provide guidance to staff and a financial planning tool.²⁶

Unfortunately, there is no substitute for this step, according to Wei Chi Poon, head librarian for the Asian American Studies Library at University of California, Berkeley. In her essay on collection development principles, Poon said universal formulas for non-English collection management do not exist. However, Poon said that whichever plan a library may adopt, it must contain these seven ingredients:

1. Firm commitment from administration
2. Recruitment of qualified librarians
3. Involvement of library managers, librarians and library staff
4. Examination of ethnic community
5. Clear definition of library's objectives
6. Separate budget for multilingual materials
7. Cooperation with other libraries²⁷

²⁶Bay Area Library Information System, "Draft Report: BALIS Ethnic Materials Task Force," (Oakland, Calif.: unpublished, February 1992) 20.

²⁷Poon, Wei Chi, "Collection Development

At the moment, Oakland and Alameda County libraries are establishing such guidelines for non-English collection development.

Interestingly, a few librarians said they did not consider anticipation of new groups of immigrants a factor in collection development. They preferred to adopt a "wait and see" attitude, in order to determine the English language proficiency of a new group, such as immigrants from Russia and other Eastern European countries. Most librarians said they would rather wait for large numbers of requests for materials in other languages before actually purchasing them.

Budgeting

Last year, public libraries in this study spent approximately \$210,410 in federal grant monies and a total non-English materials (Table 3).

Four public libraries--Alameda County, Berkeley, Hayward, and Oakland--were each awarded grants from the U.S. Department of Education for improvement of ethnic services and expansion of non-English collections. The Services and Construction Act (LSCA) monies under Title I

Principles, Guidelines, and Policies," Developing Library Collections for California's Emerging Majority, edited by Katherine T.A. Scarborough (Oakland, Calif.: Bay Area Library Information System, 1990) 22-36.

TABLE 3
NON-ENGLISH BUDGETS AND GRANT FUNDS, 1991-92

<u>Library</u>	<u>Total Book Budget For 1991-92</u>	<u>% Spanish</u>	<u>% Asian</u>	<u>% Other</u>
Alameda City	\$140,028	.30	.60	.10
Alameda County	\$1,685,100	1.7	1.4	N/A
Berkeley P.L.	\$482,000	.86	1.44	2.30
Hayward P.L.	\$135,500	2.3	.7	1.6
Livermore P.L.	\$183,230	4.0	2.0	N/A
Oakland P.L.	\$600,000	1.0	3.0	N/A

Source: Librarians' estimates, 1991. Figures do not include grant or special funds.

Dollar Amounts of Non-English %'s

<u>Library</u>	<u>Total for all languages (from % above)</u>
Alameda City	\$1,400 1.0
Alameda County	\$52,238 3.1
Berkeley P.L.	\$22,172 4.6
Hayward P.L.	\$6,232 4.6
Livermore P.L.	\$10,993 6.0
Oakland P.L.	\$24,000 4.0

FEDERAL GRANT FUNDS, 1991-92:

Ala. Co. P.L. - \$40,000 for Spanish
 Berkeley P.L. - \$73,000 for Asian, \$35,000 for Spanish
 Hayward P.L. - \$27,410 for Spanish, Vietnamese, & Farsi
 Oakland P.L. - \$35,000 for Spanish and Asian

monies were disbursed through the California State Library.

This study revealed that libraries' financial commitment to non-English collections during 1991 was 6% or less of each library's total book budget. These percentages varied greatly between libraries and were not necessarily proportionate to budgetary size. For example, Alameda County allocated 3.1% from its budget for non-English acquisitions, while other libraries with smaller budgets, such as Livermore, spent as much as 6% to develop language collections (Table 3).

The disparity in non-English spending may reflect the various stages of a library's collection. For example, Oakland's language collections are well established, while other libraries, such as Livermore and Hayward, have begun to develop language collections besides Spanish in the last five years.

Non-English spending also depends on supplementary funds. Except Livermore and Alameda City libraries, all other libraries reported using some type of grant or special funds for language collections during 1991. Typical funding sources for non-English materials acquisition included the federal Library Services and Construction Act (LSCA) monies under Title I and Title V

programs, the California State Library Foundation, and donations from Friends of the Library groups.

Although the grant writing process is time consuming, federal funding has proved to be a blessing for public libraries, according to Yolanda Cuesta of the California State Library in Sacramento. Said Cuesta:

Ethnic services is an area that's been neglected for a long time and libraries are playing a lot of catch-up. What it takes is a large infusion of money, in amounts that many public libraries are not able to generate.²⁷

While non-English collections have been financed largely through special funds, many librarians in this study said they will continue to search for more grant funds in the future. As for reallocating additional library funds for non-English materials acquisition in the future, libraries in this study were divided.

Budget projections for Spanish language acquisitions were not available; however, many libraries said they did not expect to decrease expenditures in this area next year barring any unforeseen budget cuts. Projections for Asian language acquisitions in 1993 are as follows:²⁸

²⁷Yolanda Cuesta, Chief of Library Development Services, California State Library, telephone interview by author, 4 March 1992.

²⁸Bay Area Library and Information System, "Draft Report," 30-35.

<u>LIBRARY</u>	<u>1991-92</u>	<u>1993-94</u>
Alameda City	\$1,200	\$1,500
Alameda County	\$22,400	\$25,000
Berkeley	\$28,000	\$28,000
Hayward	\$10,000	\$3,000
Livermore	\$500	\$1,000
Oakland	\$29,390	Uncertain

Selection and Acquisition

Without bilingual or multilingual staff, non-English materials selection is difficult and time-consuming. Since there is no substitute for language expertise, librarians in this study used a variety of resources--from community volunteers to vendor selection services--to select and purchase non-English materials.

The general consensus among the librarians interviewed was that new immigrants' needs are slightly different than those of settled immigrants. Libraries which had conducted needs assessments, either formal or informal, reported that immigrants, regardless of language, requested survival-related materials, such as job information, childcare, and how-to books. More settled non-native speakers frequently asked for a wider variety of materials, such as poetry, political information about their countries, business and computer manuals, among others.

In order to locate these types of materials,

librarians often used local bookstore and vendor reading lists as a guide for choosing popular fiction and non-fiction. Spanish materials presented few problems, since most libraries in this study have Spanish-speaking staff members, and more vendors have begun to offer these materials.

On the other hand, Asian materials continue to present a problem. Until more Asian speaking-librarians are recruited, libraries must rely on outside assistance in selecting and cataloging of Asian language materials. Livermore Public Library preferred volunteer help from community members to select Vietnamese materials,²⁹ as did Hayward Public Library for its Chinese language selection.³⁰

Many libraries said they avoided using library technical service vendors because they considered their services expensive and the materials selection too academic for public libraries.³¹

²⁹Wendy Muchmore, Livermore Public Library, telephone interview by author, 28 February 1992.

³⁰Judy Ellisen, Hayward Public Library, interview by author, tape recorded, 27 February 1992.

³¹For example, A.S.I.A. offers a startup kit of 50 titles in Chinese, Korean or Vietnamese costs about \$1,000 including catalog cards or a MARC worksheet, according to its most recent marketing literature. Pan Asian

On the other hand, volunteer help from bilingual community members was not without drawbacks. Librarians expressed frustration at having to yield their authority as professionals in the selection process. In addition, the volunteers often had other commitments and could not be relied upon too heavily.

Bookstores were cited as invaluable sources of non-English materials, and a few will provide annotated catalogs or reading lists of popular works. Again, librarians noted some disadvantages to this method, including heavy reliance on bookstore personnel, retail bookstores' inability to handle multiple copy purchases, and no provision for main entry cards or other cataloging aids.

Indeed, non-English selection forces librarians to be resourceful. Dana Heidrick, a collection development librarian for Oakland Public Library, said she has sought advice from college professors on selection of non-English reference materials and even frequented Asian beauty shops and grocery stores to locate popular materials. At best, Heidrick said foreign language collection development

Publications offers similar pricing, however, it charges separate cataloging and binding fees, and librarians estimate the cost per book as being 20-30% higher than a bookstore.

done by a monolingual librarian is better than ignoring users' needs. Said Heidrick:

I've selected some of the Spanish language books with pictures. And I was given very clear instructions to pick books that did not have a woman being raped or murdered on the cover. As long as no female was being abused, I've selected those. But that's about the level one can function at if you don't speak the language.³²

Finally, several librarians said they hoped to see a trend toward cooperative book buying for Asian materials, similar to the one sponsored by BALIS in Guadalajara, Mexico. Last year, a team of Spanish-speaking librarians attended an international book fair to select materials for several BALIS-member libraries, spending about \$30,000 in combined library funds.

Becky Brazell, one of two librarians hired by BALIS to attend the book fair, said no money was actually exchanged in Guadalajara. Brazell, an Alameda County librarian, said she and Elissa Miller of Oakland Public Library selected books based on profiles from six public libraries. Later, the books were purchased for the libraries by two United States- and Mexican-based vendors.

³²Dana Heidrick of Oakland Public Library, interview by author, 8 January 1992, tape recording, Oakland Public Library, Oakland, California.

The project was praised by librarians, who were pleased with the book selection and quality of the books. Brazell, however, offered a further insight into the Guadalajara project's success:

At the book fair, we saw the new releases and ordered them right off the top. These materials would have been available eventually in publishers' catalogs here, but the time lag is six months to a year before these books would be available to the general public. Currency is very important.³³

Access

In most Alameda County public libraries, languages with Roman alphabets are listed in on-line catalogs. Patrons in nearly all these libraries had access to materials in both English and original language.

No library in Alameda County reported having Asian materials displayed in the vernacular form in any public access catalog. Typical forms of bibliographic access for Asian titles included binders of photocopied title pages in accession number order, Romanized titles in an on-line catalog, or a separate card catalog. In addition, all of these libraries shelve their non-English materials separately, except Livermore Public Library, which interfiles its non-fiction into the general collection.

³³Becky Brazell of Alameda County Library System, interview by author, tape recording, 14 January 1992, Union City Branch Library, Union City, California.

Cataloging of Asian materials is labor intensive, according to Vivian Chan of San Francisco Public Library. Transliteration of Asian language titles into English takes time, skill, and language expertise. Chan said that experienced catalogers can catalog only two Asian language records per hour using an RLIN CJK terminal (Chinese, Japanese, and Korean capability) as opposed to an English title which takes about 8 minutes to catalog.³⁴

Furthermore, Chan said it is approximately four times as expensive to catalog an Asian language title. Unless a library owns a CJK terminal for entering Asian records into a bibliographic utility, the materials cannot be accessed by other libraries.³⁵

Many librarians in this study said they were primarily concerned about the costly nature of the CJK terminals and the additional software with non-roman character capabilities, as well as a need for more Asian-speaking catalogers. Moreover, grant funding frequently does not cover cataloging costs.

Grant funding for non-English collections typically

³⁴Bay Area Library and Information System, Ethnic Materials Task Force (Oakland, Calif.: 16 June 1991, minutes of general meeting) 3.

³⁵Ibid., 4.

covers materials only. Librarians were divided on the issue of who should pay for enhanced automated systems for vernacular access in public on-line catalogs. Some librarians said the state library should make grant money available to cover these costs.

But this is not likely to happen and the problem will persist until libraries can afford automated capability for Asian materials, according to Yolanda Cuesta, of the California State Library. Said Cuesta:

We believe foreign language acquisition is an expansion of service that includes materials and information services for immigrants. When you deliver an enhanced service, we believe it's the library's responsibility to provide proper access.³⁶

Until software and hardware becomes affordable for libraries, librarians in this study said transliteration of non-Roman characters into English remains a major problem in bibliographic access.

Unlike letter-to-letter Romanization for alphabetic languages, Romanization systems for Chinese, Japanese, and Korean languages are based on pronunciation. The correspondence between the vernacular and alphabetic characters is neither precise nor accurate.³⁷

³⁶Yolanda Cuesta, Chief of Library Development Services, California State Library, telephone interview by author, 4 March 1992.

³⁷Pisano, Vivian, "Organizing and Cataloging Ethnic Collections," Developing Library Collections for California's Emerging Majority (Oakland, Calif.: Bay Area Library and Information System, 1990) 72-82.

CHAPTER 4

CASE STUDIES

Alameda County Library's Union City Branch

****Library Information****

Non-English Holdings:
 Spanish - 10,000
 Asian - 700
 Other - 50
Address:
34007 Alvarado-Niles Blvd.
Union City, CA 94587-4498

****Community Facts****

Pop. 1990: 53,762
Whites: 23,613
Blacks: 4,612
Hispanic: 13,484
Asian: 17,978
Amer. Ind.: 318
Other: 7,241

On the front door of the Alameda County Library's Union City Branch, a sign reads: "Se Habla Espanol." It is the first of many messages from the library to its Spanish-speaking patrons inviting them to use the library.

The sign represents more than the promise of translator capabilities at the library. Once inside, Spanish-speaking users will find bilingual signs telling them how to obtain a library card and check out materials, a Spanish language collection of approximately 10,000 volumes, a job information center, and a bilingual staff to assist them.

"Union City really has been the center of the Spanish-speaking population (in Alameda County)," said Linda Harris, director of the Union City branch. "A lot of our Latino population is second and third generation from migrant farm workers. We still have a lot of migrant

farm workers today."

Harris could not estimate how many of the library's patrons had limited English skills. However, she said the library added 200 new Spanish-speaking borrowers between October of 1991 and January, 1992. She thinks this sudden increase may be due to heavy outreach and public relations from the library staff.

"Our automated system tells us right down the line what gets checked out," said Harris. "We're seeing 100-200% increases (in Spanish materials circulation) over last year."

For the last 20 years, the branch library has targeted the Hispanic community with outreach programs and Spanish language materials. Ten years ago, these services suffered cutbacks and staff shortages, resulting in an outdated collection and crippled programs.

Two years ago, the branch library began sending out messages through Hispanic community organizations, schools and churches in order to attract Spanish-speaking users through its new program, "Cruzando Puentes," which means crossing bridges in English. Funded by a \$40,000 federal "Partnerships for Change" grant, "Cruzando Puentes'" purpose is to improve services to Hispanics and develop its Spanish language collection.

The first phase of the program involved a six-month needs assessment to determine what materials Latinos wanted in the library. Harris said the staff used a combination of written and oral surveys and focus groups.

"You use the one that's going to be the most culturally sensitive," she said. "You talk to education, you talk to religion, politicians, business, and just plain folk--all of the aspects of your community."

The key, however, is the amount of time spent away from the library. "You can't sit in the library and do a needs assessment survey because you want the people who are not using the library," said Harris. "We stood in line at a local cheese distributor and talked to senior citizens. We got up at dawn and went to Spanish language masses. We went to migrant parent meetings and ESL classes at the adult school. We talked to the Hispanic Chamber of Commerce, the Hispanic Community Affairs Council, and the Apostolic Church...everyone we could think of."

The results of the assessment held few surprises for the library staff. Latinos wanted information about employment, citizenship, health, politics and survival-related materials. "What's important is that this information came from the community," Harris said.

"Because the community told us and then we responded--they've got buy-in. It wasn't us telling them to get a job or learn English. 'I' messages are much stronger."

Indeed, personal contact also played a role in restoring the Union City library's image as a Latino information center in the community. Becky Brazell, a bilingual reference librarian who was instrumental in the rebirth of these services, said she regularly attends local meetings of various Latino organizations.

"We make it known through the community organizations that we're available," said Brazell. "It's taken a couple of years to get visibility again for these services. Now, these groups are inviting us to do workshops and speak to their members."

Brazell, a former high school Spanish teacher, was responsible for weeding the library's previously outdated Spanish language materials and developing a more "popular, less academic" collection. When Brazell compared the collection and the results of the needs assessment, she found the library had many of the kinds of materials people requested, but the books themselves were frayed and worn. Also, there were subject gaps.

"I discovered we had a lot of materials in areas

that people didn't deem important, such as economics, general sociology, traditional Latin American studies," said Brazell. "I was very hard on those areas which people had not rated high in their needs assessment. I kept most of the literature since it reflects the culture of our community. I kept a lot of the art books. What's lovely about this collection is that the basics are all there. I pared down the more esoteric and more scholarly materials. We need to update the business, health and legal materials."

In its second year, "Cruzando Puentes" may run anywhere from 3-5 years, depending on funding. Ultimately, the program will be phased out, as well as the grant money which financed it. Brazell said she isn't concerned about this fact, because she is already witnessing signs of a successful program.

"We've reached a point where the volunteers are starting to take leadership for what we're doing in the project," she said. "'Cruzando Puentes' is becoming everyone's."

The rebirth of the Spanish language collection means the library will no longer need to use the same amount of staff or monetary resources as before. "Once you have achieved visibility in your community," said

Brazell, "you do not have to do the needs assessments or attend quite so many meetings."

The library has also experimented with relatively low cost ideas for marketing the Spanish collection. One of the most successful projects was the library's job information and referral center, which resulted in statewide publicity for the library and heavy patron use.

Less than two years ago, staff librarians pulled everything in both the English and Spanish collections about job hunting, interviewing, careers, etc., and shelved these materials in a quiet corner of the library's mezzanine. The extra shelving, furniture and additional job-related materials cost about \$2,000. In addition, a bilingual library assistant contacted job placement agencies and employers for position announcements. The staff collected these, along with civil service job announcements and organized them into binders.

"We sent out press releases and wrote a bilingual brochure, and suddenly we had people coming down to interview us and take our picture," said Harris, referring to a local television station interview. "We had the EDD (Employment Development Department), the Santa Barbara Business College, and a guidance counselor from Logan High School come to look at the collection."

Ultimately, Harris thinks timing was a factor in the center's popularity. The library began the project at the beginning of a nationwide recession. "We decided it was a waste of time to spread career and job books in the general collection," she said. "If you can clear a corner and put the stuff together and tell people it's here, they'll knock you down trying to get to it. That's being successful."

Both Harris and Brazell said they will continue to work toward establishing Latino services as part of traditional library service in the Union City branch. "As long as Spanish services is not separate, it will not be vulnerable," said Brazell. "'Cruzando Puentes' is not a demonstration project. It will become the heart of Latino services in Alameda County libraries."³

³Becky Brazell and Linda Harris of Alameda County Library System, interviews by author, 14 January 1992 and 9 January 1992, tape recording, Union City Library, Union City, California.

Oakland Public Library's
Asian Branch Library

****Library Information****

Non-English Holdings:
Chinese: 15,000
Japanese: 9,000
Vietnamese: 7,000
Korean: 7,000
Tagalog: 3,000
Thai: 400
Cambodian: 200
Laotian: 100

Total: 41,700

****Community Facts****

Pop. 1990: 373,242
Whites: 120,849
Blacks: 163,335
Hispanics: 51,711
Asians: 54,931
Amer. Ind.: 2,371
Other: 30,756

Branch Lib. Address:
449 9th Street
Oakland, CA 94612

Other than a large orange sign, there is little to distinguish the Asian Branch Library amid the strip of busy produce markets in Oakland's Chinatown section. But for the past fifteen years, this tiny library at 449 9th Street has served the city's Asian and Southeast Asian communities, and its Asian language collection is unparalleled in any other public library in Alameda County.

This less than 3,000-square foot facility houses 41,700 books, cassettes and periodicals in eight languages--Chinese, Japanese, Korean, Vietnamese, Tagalog (Filipino), Cambodian, Thai, and Lao. Besides these, a smaller percentage (less than 25%) of the library's holdings are English language books and periodicals.

Despite the lack of space, about 400-500 people use

the library daily, according to branch manager Suzanne Lo. "On one Saturday, we counted 150 people in the first hour," said Lo. "This is a small library. It is very noisy, especially on Saturdays. You can't hear yourself think. We gave up hushing people."

Lo said she believes the depth and variety of the library's collection has surpassed all other public libraries in the county, perhaps even in Northern California. "I think our collection is larger than the state library's. Other libraries have told me that the state library referred them here for interlibrary loan materials."

At the collection's core are original works of Asian writers, rather than translations of popular American titles, although the library has some of these also. For example, "Gone With the Wind" and "Scarlett" are available in Chinese as well as other popular American titles. In addition, the branch has a special collection of English language books, clippings, and pictures on Asian history and culture of Asian countries. Sets of Encyclopedia Britannica in Chinese, Japanese, and Korean grace the library's shelves.

About half of all branch patrons are limited-English proficient, according to Lo's estimate, based on her own

observations and the number of library card registration forms in various languages. Thus, she said the library must provide more than a "browsing" or token fiction collection to entice new readers. The library provides reference materials in eight Asian languages.

"Our patrons tend to ask for materials beyond the basic survival or how-to information," said the library manager. "They're still interested in those types of materials but now they want essays, cookbooks, business information, computer books and literature. Libraries can start with browsing collections, which means just fiction, but over the years, we know our public wants more than that. They want information, even to the point where they are asking for videotapes to learn English."

The Asian library frequently receives interlibrary loan requests from other libraries in California as well as inquiries for reading lists from libraries in other states, including Alaska and New Mexico. While the requests have been flattering and reflect a definite need for other Asian language collections, Lo said the library's role is not to provide extensive interlibrary service. "This is something the state (library) should do," she said. "This is not our role. Our role is to serve on a local level. Our budget is not on a grand

scale."

In the 1991-92 fiscal year, Lo estimated the branch library's base budget was approximately \$28,000. This was supplemented by a \$9,000 federal (Title V) grant. About 85% of the \$37,000, was spent on Asian language materials. The remaining \$5,550 was used to purchase English language materials. Next year, Lo said this amount is expected to decrease slightly, due to a proposed 18% budget cut for Oakland Main Library, which will effect all 18 of its branches.

Since Asian language materials are widely available in paperback, they tend to be less expensive. However, Lo said it would have been hard to stay abreast of inflation if the library's budget had not been supplemented by last year's federal grant. In past years, she has used state Major Urban Resource Libraries grant funds and Friends of the Oakland Public Library donations for materials acquisition. Grant funding for 1993-94 remains uncertain at this point.

Ultimately, the decision to further divide the budget among the Asian and English materials is the branch director's. Lo prefers not to rely solely on circulation figures alone in order to justify buying heavily in some areas. Moreover, higher circulation does not necessarily

mean there's more demand. "Each (English) title tends to be \$20 to \$50 per title, whereas Asian languages tend to be under \$15 per title so you're bound to be able to buy a lot more titles," said Lo. "With more titles your circulation goes down, so the English tends to have a lot higher circulation. Therefore, you're saying the budget should be divided up wherever the circulation is. My argument is you not only look at circulation but cost of the item, delinquency rate, loss rate and usage."

This past year, Chinese language materials ate up the largest dollar amount in the budget, partially due to the additional federal funds and high demand. Lo provided the following rough estimates for adult language materials in the 1991-92 budget.

LANGUAGE	\$ AMOUNT
Chinese	\$20,000
English	\$5,550
Vietnamese	\$4,000
Japanese	\$4,000
Korean	\$2,000
Tagalog (Filipino)	\$1,000
Cambodian	\$500
Lao	\$500
Thai	<u>\$300</u>
	\$37,850

For children's materials, Lo said she allotted a few hundred dollars for purchases in each language, including English. The exception was Chinese, which the library spent nearly \$1,000 on juvenile materials acquisition.

Though next year's purchasing power will be diminished, Lo said she doesn't expect a decrease in the number of users. Up until about five years ago, the branch library served the local Asian population in addition to 20% from out of Oakland. Now, nearly half of the library's users come from out of town.

"Now that we're computerized, we know exactly where people are coming from," said Lo. "Before it was Alameda County that had the highest number of users. Now it's Contra Costa County, Alameda (County) second, and Solano third. We cannot determine whether it's word of mouth or ex-Oakland residents."

Nevertheless, the branch director said circulation has gone up "drastically" over the last several years. Since 1987, Lo estimated the annual circulation has risen from 182,000 to over 200,000 in 1991.

The higher circulation paralleled the rise in Oakland's Asian and Southeast Asian population--from 28,053 in 1980 to 53,025 in 1991. Additionally, 6,642 Asian-speaking public schoolchildren were considered limited English proficient out of the total 13,207 students tested for English language proficiency in Oakland Unified School District.³

³Alameda County Board of Education, 1.

Coincidentally, Lo has observed that more public services personnel, such as police officers and teachers, community agencies, businessmen and missionaries are using the library's language instruction materials.

Lately, the branch has been receiving a number of requests for Indonesian and Farsi materials. At the moment, there are no plans to build additional Asian language collections unless there is an extremely high demand. Lo said the budget cannot stretch further to include development of additional language collections.

Selection of materials for the branch is done entirely by staff librarians, all of whom are either bilingual or multilingual. Lo is adamant that language expertise is essential in collection development.

"Libraries would not ask a page or library assistant to purchase their reference materials," she said. "Why would you think it's appropriate to ask someone off the street like a volunteer or page or assistant to select materials? Yes, they have the language expertise but they're not going to be able to select professionally to meet your need. It's important to understand that when you decide to do it that way, you're not doing collection development, and you're not making full use of your budget."

Moreover, Lo believes collection development cannot be done well unless a librarian has a thorough understanding of Asian literature and patrons' needs. Book reviews and vendor-supplied reading lists cannot replace community interaction on the part of librarians.

For example, should a library decide to contract with a technical services vendor such as A.S.I.A., Lo said this is "a bandage solution or a quick fix," to get around the language barrier.

"When budget cuts happen, you have no way to evaluate if there was a strong need or if there's justification to continue it," said Lo. "You didn't have your best product out there. You had something that just satisfied a temporary need."

As a condition of employment at the Asian branch, all staff members must be bilingual in an Asian language. The twelve-member staff speaks a total of eight languages which reflect the library's language holdings. Presently, the staff includes a full-time director, one full-time librarian, three part-time librarians, three part-time library assistants and four part-time clerks.

Staff librarians select books based on field work in the community, including contacts with local vendors and frequent visits to local bookstores which sell Asian materials. Occasionally, the library places orders

through overseas vendors but Lo prefers collection development at the local level. "Not many vendors supply reading lists," she said. "You need to know your collection well enough and be familiar with patrons' requests in various areas. You're constantly feeling the pulse of the publishing industry in these languages so that you know this is an area where they seem to have a lot of materials."

Patrons can access materials in the original script by using the card catalog. Although Lo described the library's cataloging as "minimal," the catalog may be searched by author, title, and subject in both English and the vernacular. Each card contains handwritten diacritics or characters with the English translation. Subject headings for each title are provided by the staff.

A majority of the branch holdings are Romanized in the Oakland library system's on-line system (Dynix), although the card catalog is the main access vehicle for limited English proficient users.

Although the branch library's reputation has spread, the service has not been without problems. The library has had a vacancy for a bilingual children's librarian for over a year.

The card catalog, though time-consuming, must remain the primary source of public access to non-English

materials. In the absence of computer hardware equipped with non-Roman character capability, Lo said handwritten cards preserve the true meaning. Transliteration into English changes the meaning.

Often the Romanized title is "Greek to everyone," said Lo, who is bilingual Chinese. "Even the librarians don't know what it is. It's almost like writing 'Gone With the Wind' and jumbling up all the letters and words. It may be Romanized but you can't really know what it is without deciphering it."

Yet she is confident the transliteration problem and other difficulties involving availability of certain Asian materials such as Cambodian and Laotian, and poorly-bound Asian language paperbacks will be ironed out in time. Over the last five years, Lo said it has become easier to purchase Asian materials as they become more widely available in this country.

The more immediate issue of the library's cramped quarters has been addressed by the main Oakland library, and a new 8,400 square foot-Asian branch library and cultural center are under construction in the next block. Sometime in 1993, the branch will move its operations to the new facility.

In any case, Lo doesn't see the demand for Asian language collections decreasing over the next decade. "I

think the Asian branch will always have a place," she said. "If not, then it means that the U.S. will not allow anyone to leave the country or come into the country. I think people hope for that. But (Asian population growth) will plateau at a certain level. There's a local Chinese school that has never had a waiting list before, now it has a long one. As long as this community continues to have a language school and a student enrollment, then we're going need this type of library."⁴⁰

⁴⁰Suzanne Lo of Oakland Public Library, interview by author, 13 January 1992, tape recording, Asian Branch Library, Oakland, California.

Berkeley Public Library

****Library Information****

Non-English Holdings:

Spanish: 2,000
Chinese: 4,000
Japanese: 50
Vietnamese: 50
European: 500
Total: 6,550

****Community Information****

Pop. 1990: 102,724
Whites: 63,883
Blacks: 19,281
Hispanics: 8,589
Asians: 15,178
Amer. Ind.: 653
Other: 3,779

Main Library Address:
2090 Kittredge
Berkeley, CA 94704

One of the most unique features of Berkeley Public Library is its staff of bilingual and multilingual speakers. A total of 23 languages, including Spanish, Chinese, Japanese, and Russian, are spoken among its approximately 200 employees. This invaluable resource has helped the library to develop non-English collections and provide information services to a very diverse ethnic community.

"It's not really that impressive," said collection development librarian Mae Bolton of the number of languages spoken by the staff. "It's Berkeley."

During the last five years, Bolton said the library has been concentrating on building larger Asian collections, primarily Chinese, Vietnamese and Japanese.

Last year, the library was awarded a \$73,000 federal "Partnerships for Change" grant to develop collections in

these three languages. In addition, the library plans to expand its Spanish and European language collections.

Bolton said the library's decision to target these languages was based on patron requests and census data. As of 1990, Berkeley had 8,589 Hispanics, 6,674 Chinese, 2,838 Japanese and 743 Vietnamese. Chinese and Japanese were by far the largest of the Asian groups, while Vietnamese were slightly outnumbered by Filipino, Asian Indian and Korean groups.⁴¹

Berkeley Library spent part of its PFC funds for a needs assessment to determine Chinese, Japanese and Vietnamese information needs in 1991. The California State Library oversaw the needs assessment which lasted about three months. Bolton said Berkeley librarians used a combination of written and oral surveys that asked community members what kinds of materials they wanted in the library.

The results included survival-related materials, such as health, English as a second language learning aids, marriage and family books, career and employment manuals, as well as popular fiction.

⁴¹ "Asian or Pacific Islanders by Place/City, 1990 Census," and "Hispanic Origin by Place/City," (Census of Population and Housing, 1990: STF-1A, U.S. Census Bureau, Alameda County Planning Department, 1992) 1-8.

Although the formal surveys have ended, Bolton said needs assessment is an ongoing process. User suggestions and requests are closely monitored, as selection is based on them.

Non-English collection development is done by a multilingual committee of seven staff librarians who are either bilingual or have an understanding of the literature of a particular region. Last year, the group established a general policy for selection in languages besides Spanish. It states the library's goals and parameters for the methodology, scope and size of foreign language collection development.

In a sense, the policy is neither specific as to criteria for changing collection focus nor does it address funding for new language collections. For example, one paragraph cites demographic change as a basis for creation of additional non-English collections:

Foreign language materials will be purchased in a ratio based on prior circulation of that language and the percentage of speakers or students of that language in the community. Languages will be added, when necessary, to accommodate new arrivals in the area and some languages may be dropped, or the collection size reduced, should area demography change.⁴²

⁴²Berkeley Public Library, "Foreign Languages Other Than Spanish" submitted by Mae Bolton from library planning documents, 15 January 1992.

Bolton said several factors affect whether the library would begin a new collection, primarily funding and large numbers of requests for materials in a particular language. A third factor is language expertise. However, this problem is not insurmountable. Selection can be done with the help of community volunteers, librarians from other libraries, or library technical services vendors.

Another directive of Berkeley Library's collection development policy involves the study of language collections of neighboring libraries, such as Oakland and Alameda County Library branches, an important consideration in avoiding duplication of services.

In 1991-92, the multilingual committee received an allocation of \$32,000 from the library's overall books budget. Bolton provided the following percentages and figures for division of this allocation:

Language	%	\$ amount
1. Spanish	- 20%	- \$6,400
2. Chinese	- 20%	- \$6,400
3. European*	- 20%	- \$6,400
4. ESL	- 15%	- \$4,800
5. Japanese	- 10%	- \$3,200
6. Vietnamese	- 5%	- \$1,600
7. Non-book	- 10%	- \$3,200

*Note: European materials include Russian, French, German and Italian.

In planning which languages to emphasize in the collection, Bolton said the multilingual group considered staff recommendations from each of its four branches, census data, and Berkeley Unified School District figures, as well as information from other local agencies which serve immigrant groups.

Karen Joseph, chairperson for the multilingual selection committee and director of Berkeley's West Branch Library, admitted that this formula for determining the languages spoken in the community was imprecise. "Even though we only supply materials in a few languages, we know we have a much larger multicultural community," said Joseph. She added that Berkeley has a sizeable East Indian population based on her observation of library patronage by these individuals and the number of East Indian-owned businesses in the branch library's general vicinity.

The West Branch, located at 1125 University Avenue, has the largest multilingual collection of the four branches, according to Joseph. The branch's foreign language sections include roughly 200 Spanish language books, 50 Vietnamese, 150 Chinese, and 50 Japanese books. The library also offers 17 Spanish language periodicals, including two for children, and 10 Asian language

periodicals for adults and 3 for children.

As a multilingual committee member, Joseph is responsible for selection of Spanish language materials for Berkeley Library. She said the group meets once every two or three months to discuss collection development issues and problems. "Every area has its own concerns," said Joseph. "For example, some of the Spanish and Vietnamese materials are a little bit racy and patrons have told us they find this offensive. So we are more sensitive to this issue in regards to multilingual materials because certain ethnic groups are more conservative than the community at large."

Other problems in non-English selection involved translations of international materials into English. Joseph said these are avoided because they are often not as good as original versions due to poor translation.

A most difficult aspect of non-English collection development is the question of whether materials are actually regarded as a "popular" by the ethnic community. Because a book or periodical is written in another language doesn't necessarily mean people will want to check it out.

"I had a whole list of Spanish magazines that I thought were really good," said Joseph. "So I asked

people who came into the library what they thought and nobody was interested in them."

She said it is a mistake to assume materials written for a European audience will appeal to Berkeley's Hispanic community. "Our Hispanic community comes largely from Mexico, Central America and Latin America. Providing materials written by writers in Spain appeals to this community in the same way as British-oriented materials appeal to Americans. They have a different orientation."⁴³

⁴³Karen Joseph of Berkeley Public Library, telephone interview by author, 18 March 1992.

CHAPTER 5

Conclusions

Clearly, the impact of a large immigrant population has serious ramifications for libraries. Changing services to meet the needs of larger and more varied cultural groups requires public libraries to re-evaluate current methods of collection development. As libraries expand their services to include additional ethnic groups, planning, selection and funding will take on new dimensions.

Many librarians in this study agreed that larger and more varied non-English collections are urgently needed. Over the last decade, ethnic minority groups have reached sizeable proportions in Alameda County. As long as immigration continues at its present rate, librarians predicted that services to English as a second-language readers will continue to be a priority for public libraries into the next century.

To say that libraries have made great strides in this area is premature because non-English collection development is still evolving. It is commendable, however, that in only a few years, many librarians have done much of the groundwork in establishing ethnic collections. This study recognizes the fact that librarians are making progress, despite lean budgets.

Additionally, they often are expected to provide a new service without sacrificing other duties as well.

The nine librarians interviewed in this study represent a cross-section of different types of public libraries. They offered various viewpoints on collection development methodology, a strong indication of the scope and direction of ethnic collections in Alameda County.

Considerable sums of grant and local funds have been spent in establishing basic language collections in public libraries. Librarians recognize that in order to have larger and better collections, they must recruit bilingual personnel or rely on outside assistance, such as vendors or community volunteers, for selection of materials.

In the long run, librarians hope to depend less on grant funding and more on local library budgets for foreign language acquisition. Many think such a dependence on special funds separates non-English collections apart from traditional library service, thereby making them an optional service. At this point, such an attitude is unrealistic because library administrators and local funding agencies must be convinced of the worth of any new venture. In time, libraries will be able to better justify ethnic collections with census and user statistics. But for now,

librarians should actively pursue funding regardless of its source.

Ironically, most librarians expressed a need for more data on the ethnic population in their service areas, particularly English language proficiency statistics and cited local school districts as a primary source. The U.S. Immigration and Naturalization Service may offer more accurate readings with annual country of origin data for immigrants by county. But libraries interviewed didn't take advantage of this information. The country of origin data could provide a clearer indication of the number of adult immigrants and their primary languages. In addition, local planning departments can supply more specific counts within ethnic groups, such as Asians and Pacific Islanders, a further indication of immigrants' country of origin. Combined with school district information, this kind of information could provide a clearer picture of the ethnic population, rather than estimates of non-native speakers based on library card registration information and undocumented observation.

Granted, specific ethnic data for this study was difficult to obtain because governmental agents, particularly the INS and the Alameda County Board of Education, were not always cooperative. But librarians

should make an effort to develop contacts with federal, state, and county agencies in order to promote this cooperation.

Ultimately, the basis for foreign language collections is (as it should be) an intuitive process--a blend of librarians' observations and information gathering, patron demand and an individual library staff's capabilities and resourcefulness. However, a more informed view of the ethnic population would give libraries a better foundation from which to justify more substantial budget allocations.

Since every library has different resources, it may not be fair to measure one library's progress against another. However, certain libraries have used more effective and creative approaches to non-English collection development. For a variety of reasons, I consider the three case study libraries to be superior in handling foreign language collection development.

Oakland's Asian Branch Library actively recruits staff members with language expertise in recognition of the fact that large-scale needs assessment and collection development cannot function effectively without bilingual personnel. In addition, the library houses its Asian collection at a central location, making it easier to

manage financially and administratively. This may not be the most convenient location for library patrons.

However, a central collection is practical for Oakland Library, which must provide an enhanced service within its own fiscal limits. In doing so, the branch library has added to its user base rather than diminishing it.

In addition, the Asian Branch is the only library in Alameda County that provides public access in the vernacular for Asian-speaking patrons. The library's card catalog contained handwritten author and title entries for its entire Asian-language holdings, as well as English translations for those entries. The cards may not be AACR2 standard, but this type of access is far superior to English-only or poorly-transliterated title access.

Alameda County's Union City Branch Library is an excellent example of the use of community outreach as an aid in non-English collection development. Though the formal needs assessment ended, the library staff has continued to hold focus groups with Latino community members as well as attending various community meetings in order to promote the library's image as a Latino resource center. These activities should be studied by other libraries, because many librarians forget that needs assessment should be a continual process, not only in the

library but in the community as well. To this end, the library used superior judgment in the hiring of a genuinely committed bilingual individual to manage its Latino services and collection.

Another aspect of Union City's collection management program is the library's resourcefulness in adapting portions of its Spanish-language collection to library service for the community at large. An example of this is its employment information and referral bank, which may be used by both English-speaking as well as Spanish-speaking patrons.

Berkeley Public Library set an example of positive teamwork in the use of its multilingual selection group to manage non-English collection growth. First, the committee wrote foreign language collection development guidelines, and then selected languages for acquisition based on census data, school district statistics, local employment agency information and staff recommendations. Each member of the group has either foreign language ability or knowledge of a particular ethnic group's literature. In addition, the committee has a central budget which was divided by type of language and format. Such an organized and practical approach makes sense in terms of the community's considerable ethnic diversity.

Berkeley's collection development program allows for consideration of the holdings of other nearby libraries. so that it can avoid duplication of effort and provide interlibrary loan and referral services. Libraries should pay closer attention to the collections in other libraries because it is a more sensible means of serving a wider number of non-native readers.

On the other hand, most libraries have established non-English collections with little regard to public access in the primary language, which continues to be a major weakness. Librarians interviewed were reluctant to consider any possibilities in this area, citing lack of money as a major barrier. But limited public access affects library use, interlibrary loan and interlibrary cooperation. At the very least, libraries should be exploring ways of financing library automation system upgrades, as well as contracting for cataloging services with a library that owns a CJK (Chinese, Japanese and Korean) terminal, such as San Francisco Public Library.

A few librarians said partial service, i.e. acquisition of materials with minimal or no cataloging, is better than ignoring patrons' needs, while others think non-English materials require the same treatment as English materials, including public access in the ver-

nacular and full cataloging for entry into bibliographic utilities, a labor-intensive and expensive proposition. But considering the financial as well as labor investment, it would make sense to provide a quality service from its inception rather than converting minimally cataloged materials into fully cataloged records for on-line databases later, especially if the collection has grown significantly.

Interlibrary loan is also an area where libraries should serve more readers in a cost-effective way. This is not to suggest that interlibrary loan can replace a good collection. Unfortunately, interlibrary borrowing has serious drawbacks for supplementing non-English collections, compounded by the fact that titles in primary languages are not contained in local databases. This problem must be addressed if the service is to be performed on a timely basis. The process is further hampered by the fact that libraries are reluctant to share their foreign language materials, as several librarians expected financial or other compensation for doing so.

Also, librarians should take a more active role in supervising staff and promoting interlibrary loan service. In some public libraries, this service is typically provided by paraprofessionals who are not given adequate

time and training to perform the task. With more supervision, librarians might use these requests as an aid in collection development.

Quite possibly, future non-English collections will be managed through an intricate network of interlibrary cooperation. To some extent, libraries are already doing this. Organizations such as BALIS and other consortiums help libraries plan and coordinate ethnic collection development programs through centralized selection, acquisition and cataloging projects.

But for the most part, libraries in Alameda County are still doing much of this work as individual entities. Considering the state of library funding at this point, it is far more practical for libraries to organize a working collection development group, perhaps based on contracts with each other for selection and cataloging services. To this end, libraries should allow paraprofessional staff who speak another language to join. This would widen the pool of language expertise considerably.

Although this study found little evidence to suggest that libraries should not provide this service, there is uncertainty among librarians and library workers. Frankly, non-English collection development is a threatening issue for libraries as well as the public at

large. Librarians were somewhat reluctant to discuss the controversial aspect of non-English collections. A few were candid enough to admit they had problems in gaining acceptance from staff members, from other ethnic groups not targeted for services, and from the general public.

Allocation of resources away from other services and the additional costs involved are certainly areas which must be addressed. However, larger numbers of non-native speakers deserve library service as do any other new group of users.

To some degree, foreign language collections are a controversial issue. However, librarians can and should be prepared to face the public perception that language collections detract from basic English collection development as well as other ethnic services. These concerns, right or wrong, should be addressed. One library in this study said it had already formed a community group to discuss such issues.

Anticipation of needs is also an area where libraries should be using better judgment. An example of this is how many of the libraries in this study said they are resurrecting outdated European language collections or borrowing them through interlibrary loan due to a rise in immigration from Eastern Bloc countries. Major world

events, such as the dissolution of the Soviet Union, that are bound to have an impact everywhere should be considered more in terms of potential library information services and user demands.

Integration of non-English collections into traditional library service must evolve into a more organized process. Planning, selection, and acquisition of non-English collections are still in a relative state of infancy and future establishment of this service depends on improved methods in these areas. The overriding issue of future funding is also an integral part of the process, and libraries must be more aggressive in finding, securing, and lobbying for increased grant and local monies for ethnic collection development. By further refining technological and statistics factors, as well as promoting better cooperation and public awareness, libraries can provide a more acute balance of services for all their patrons into the 21st century.

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APPENDIX 1

ALAMEDA COUNTY ETHNIC POPULATION GROWTH - 1980-90

Area	Total Pop.	Hispanic	Asian & Pacific Islander	Other Races
1990 Ala. County	1,279,182	193,795	196,554	86,670
1980 Ala. County	1,105,379	129,665	88,886	54,747
1990 Alameda city	76,459	6,950	14,717	2,614
1980 Alameda city	63,852	5,202	8,431	1,760
1990 Albany city	16,327	1,324	3,193	490
1980 Albany city	15,130	1,309	1,973	614
1990 Ashland CDP	16,590	3,528	1,867	1,184
1980 Ashland CDP	13,893	2,382	890	910
1990 Berkeley city	102,724	8,589	15,178	3,779
1980 Berkeley city	103,328	5,177	10,311	2,763
1990 Castro Valley CDP	48,619	4,463	4,169	1,033
1980 Castro Valley CDP	44,011	3,340	1,714	769
1990 Cherryland CDP	11,088	3,047	715	1,555
1980 Cherryland CDP	9,425	2,202	399	794
1990 Dublin city	23,229	2,429	1,404	900
1980 Dublin CDP	13,496	1,159	404	190
1990 Emeryville city	5,740	567	1,068	313
1980 Emeryville city	3,714	343	307	186
1990 Fairview CDP	9,045	927	856	324
1980 *****	*****	***	***	***
1990 Fremont city	173,339	23,091	33,671	9,512
1980 Fremont city	131,945	18,364	9,611	5,729
1990 Hayward city	111,498	26,671	17,335	13,203
1980 Hayward city	94,167	19,160	7,406	8,338
1990 Livermore city	56,741	5,587	2,610	2,133
1980 Livermore city	48,349	3,917	1,654	1,150

APPENDIX 1

Area	Total Pop.	Hispanic	Asian & Pacific Islander	Other Races
1990 Newark city	37,861	8,672	6,035	3,982
1980 Newark city	32,126	6,631	2,973	2,914
1990 Oakland city	373,242	51,711	54,931	30,756
1980 Oakland city	339,337	32,133	28,053	18,052
1990 Piedmont city	10,602	341	1,323	59
1980 Piedmont city	10,498	309	669	15
1990 Pleasanton city	50,553	3,383	2,924	884
1980 Pleasanton city	35,160	2,324	870	528
1990 San Leandro city	68,223	10,363	9,392	3,818
1980 San Leandro city	63,952	8,307	4,323	2,409
1990 San Lorenzo CDP	19,987	3,177	2,173	1,162
1980 San Lorenzo CDP	20,545	2,685	959	729
1990 Union City city	53,762	13,484	17,978	7,241
1980 Union City city	39,406	10,908	7,142	4,986

Note: Census Designated Place (CDP) defines boundaries for closely settled population centers that are not incorporated.

Source: Public Law 94-171 Reapportionment Data Release, 1990 and 1980 Census of Population, U.S. Dept. of Commerce, ABAG Regional Data Center, Oakland, California.

MAP OF ALAMEDA COUNTY