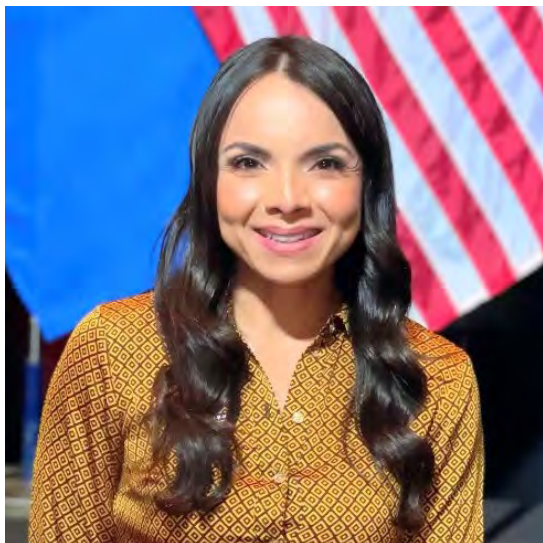
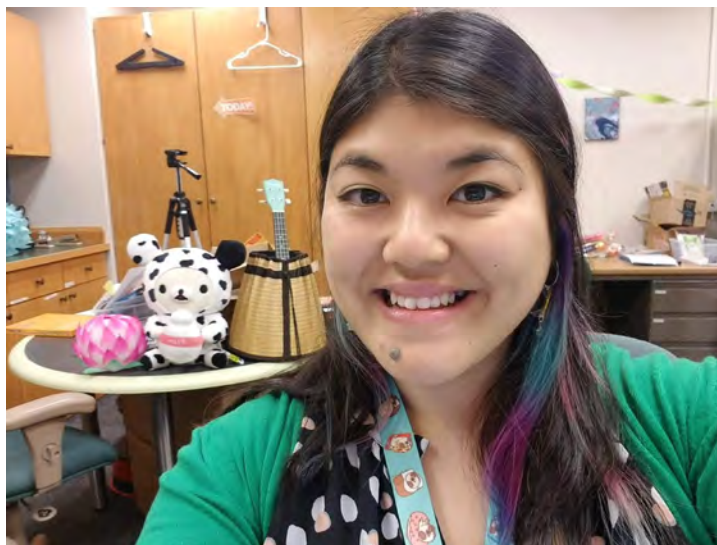


Today's presenters



Iris Jones
Director
Governor's Office for New
Americans, Nevada



Melody Leung, MLIS
Youth Services Librarian

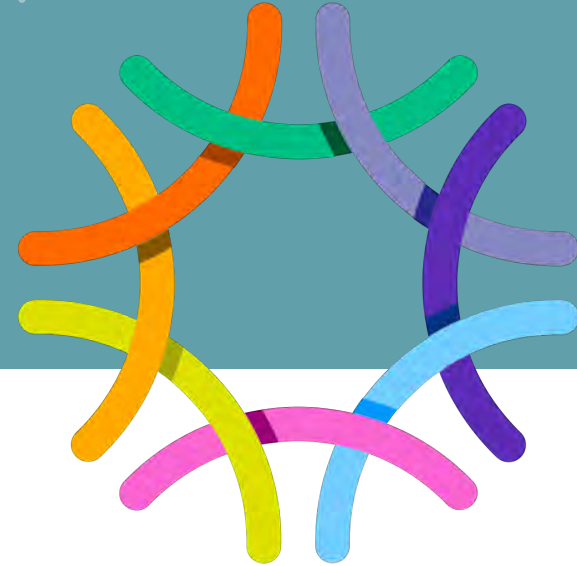


Dr. Audrey Barbakoff
CEO, Co/Lab Capacity

Today's session is brought to you by the
Nevada State Library, Archives & Public Records

Welcoming New Voices: Engaging Immigrants and Non- English Speakers in Your Library

June 2025



co/lab capacity

Welcome!

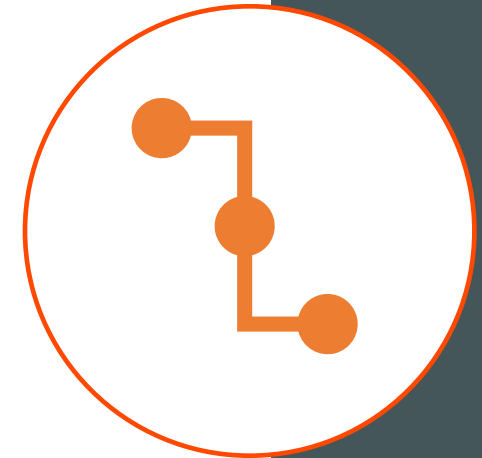
In the chat, please share:

- Your location and role
- Think about a time you were somewhere very new or different – a move, a career change, a new school, etc. How did it feel? What was challenging or exciting?



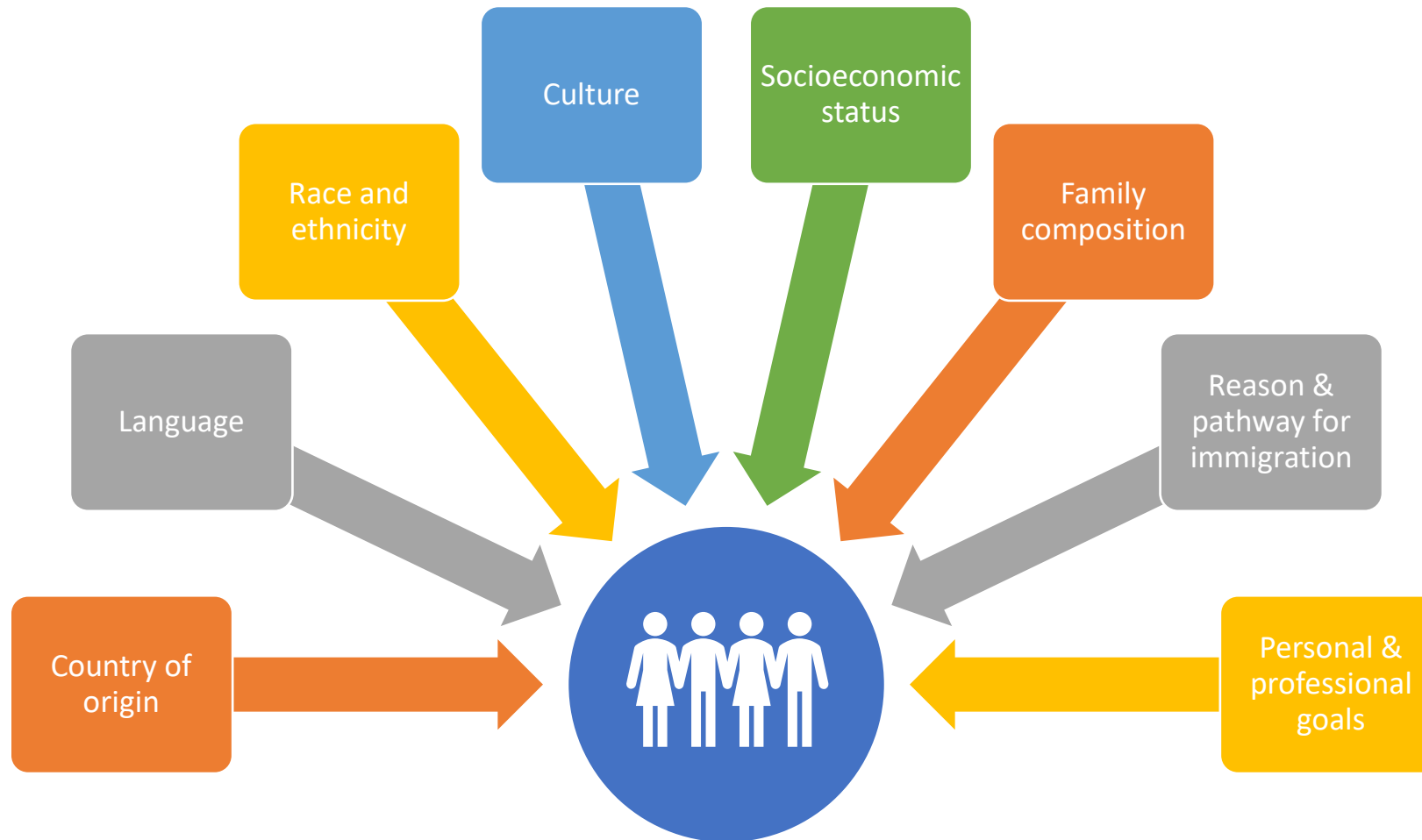
Our time today

- Who are we serving and why?
- What are the lived experiences of new immigrants in Nevada?
- How do libraries build authentic relationships with our communities?
- What are some real-world programs and tools I can apply in my library?
- Q&A



Who are we welcoming?

Immigrants, refugees, and world language speakers are incredibly diverse.



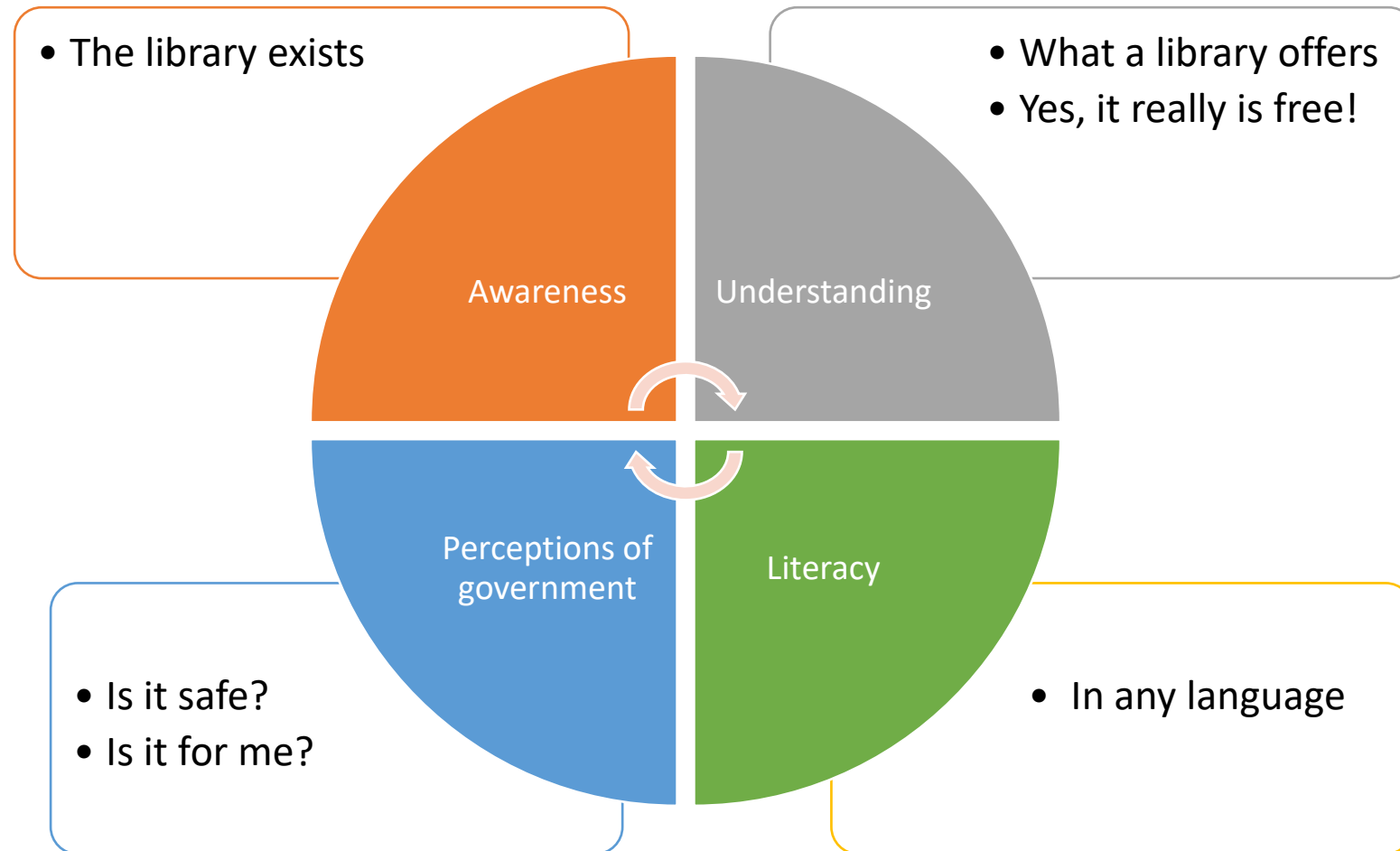
Common ground for libraries

- Often have multiple interlocking goals and needs (e.g., financial, social, language, children) but many services / agencies can only address one.
- Navigating unfamiliar cultural, social, and legal norms.
 - Example: Mujeres al Volante
 - Example: Business and professional licensing
- Re-establishing a sense of connection, community, safety, and home.



What's a library?

Many countries do not have free public library systems comparable to those in the United States.



Reflection

In the chat, please share:

- What community / communities is your library serving?
- What are their most important goals?
- How aware are they of what the library is and does?



Nevada Governor's Office for New Americans



Iris Jones, Director



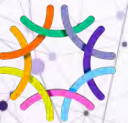
How do you design services for your unique community?

- By building authentic, sustained relationships
- By co-creating services, programs, and collections with them
- Holistic, culturally and linguistically relevant services – straight translation doesn't cut it.



**“Nothing about us without
us is for us.”**

- Disability justice slogan



co/lab capacity

Foundation of authentic relationships: An asset-based growth mindset



Everyone has gifts



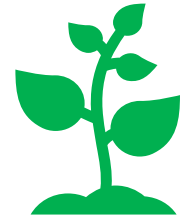
Everyone cares
about something



Asking and
listening are
more powerful
than telling



Everyone has agency
No giver/taker divide

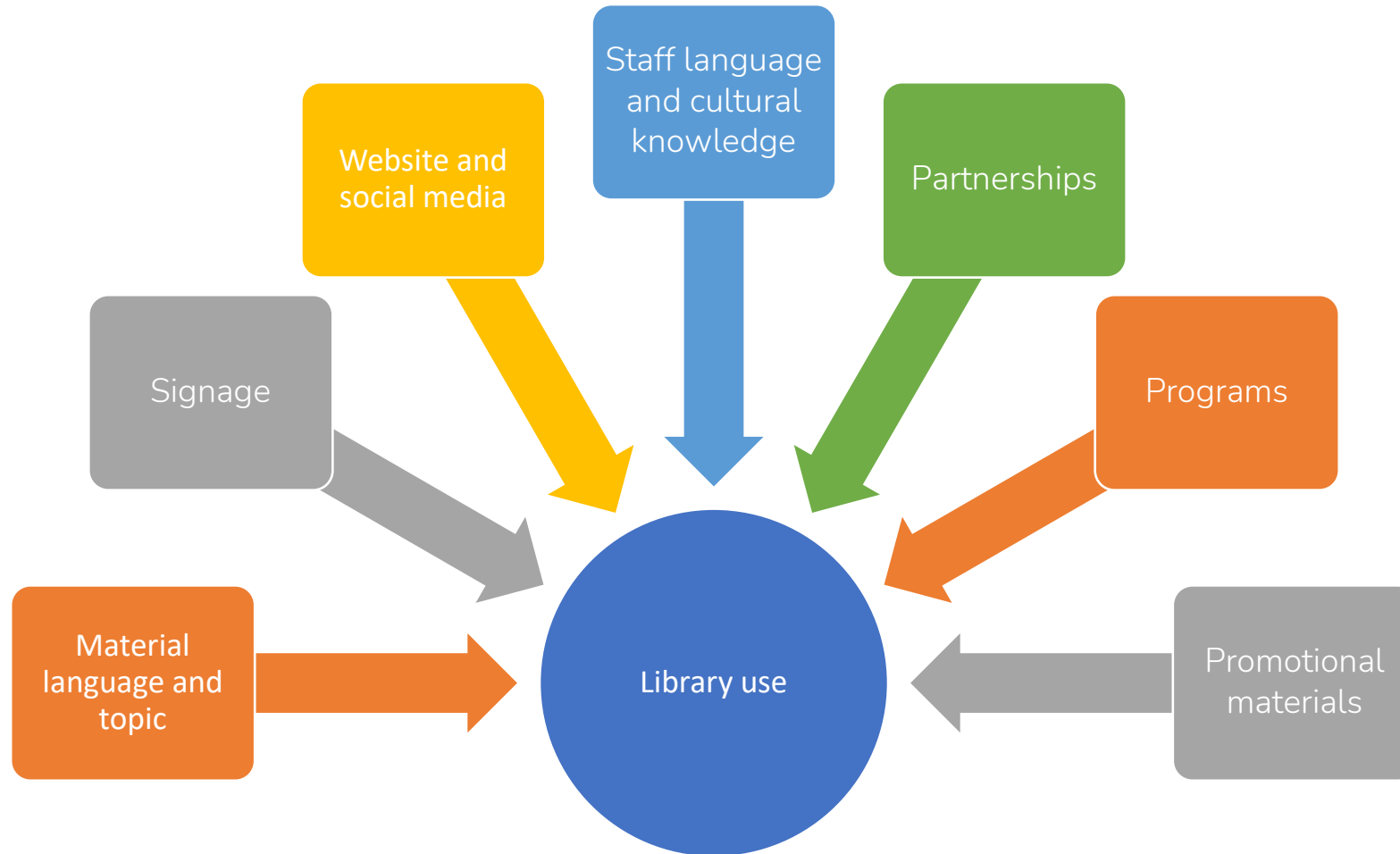


Growth
mindset – we
are learning



Think beyond the book

You need holistic cultural and linguistic relevance to sustain library use.



Engaging Immigrants and Non-English Speakers In Your Library:

Toolkits and Everyday Advocacy Examples

Melody Leung

Youth Services Librarian - Washington State

Former ALSC LSUCTC Co-Chair

Adjunct Instructor

ALA ALSC PUBLICATIONS & RESOURCES PROFESSIONAL TOOLS FOR LIBRARIANS SERVING YOUTH

Toolkit: Library Services to Underserved Children and Their Caregivers



New Americans Toolkit

Library Services to Underserved Children and their Caregivers



Spanish-Speaking Populations Toolkit

Library Services to Underserved Children and their Caregivers



Trauma Toolkit

Library Services to Underserved Children and their Caregivers



Autism and Sensory Processing Disorder Toolkit

Library Services to Underserved Children and their Caregivers



Children with Print Disabilities Toolkit

Library Services to Underserved Children and their Caregivers



Financial and Housing Insecurity Toolkit

Library Services to Underserved Children and their Caregivers



Access to Technology Toolkit

Library Services to Underserved Children and their Caregivers

<https://bit.ly/LSUCTCToolkit>

Toolkit Components

The New American Toolkit provides a number of resources for librarians and library workers to research as well as an overview of the New American population. This information is made available to help meet the challenges that New Americans might face.

1. **About This Population**
2. [Recommended read alouds](#)
3. [Recommended apps](#)
4. [Professional and community resources](#)
5. [Materials for the children's room](#)
6. [Materials for programming](#)
7. [Successful library programs](#)



New Americans

Library Services to Underserved Children and Their Caregivers
February 2022

About this population

New Americans comprise an important part of United States society, with approximately 13.7% of the population - or 44 million people - being born in another country. The vast U.S. immigrant population includes:

- Latin American immigrants, the largest subgroup by percentage
- Asian diasporic immigrants, whose history in the U.S. spans more than 300 years
- Black diasporic immigrants, the fastest growing category of immigrants
- Middle Eastern/North African immigrants, including recent Afghan refugees
- European immigrants, a segment that has sharply decreased since the early 20th century

Chronic undercounting leads to some uncertainty in [census tabulations](#), but estimates suggest that almost half of new Americans do not hold citizenship, and more than a quarter have entered the country within the past ten years. New Americans contribute to U.S. society's cultural and economic vitality in numerous ways, such as starting businesses, developing technologies and companies, boosting demand for goods and services, and contributing unique perspectives.

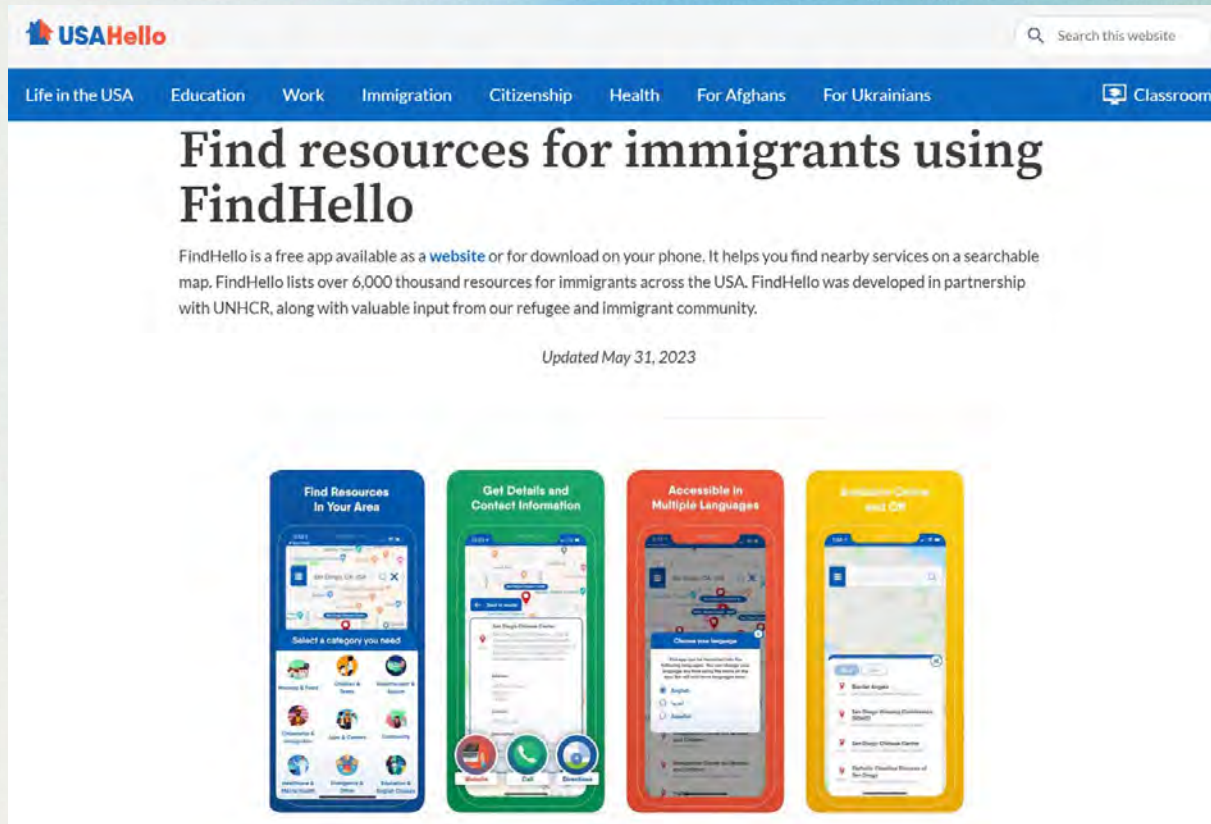
New Americans include a variety of categories, each with their own unique needs:

- Refugees, or those who leave their own country due to risks of serious human rights violations or persecutions
- Asylum seekers, or those who leave their own country seeking protection from persecutions and serious human rights violations, but are not yet legally recognized as refugees
- Migrants, or those who choose to leave their own country for such purposes as employment, education, or reuniting with family
- Immigrants, or those who make a conscious decision to leave their own country with the intention of settling in a new one

Libraries are uniquely positioned to support new Americans, whether through basic needs like learning English to more complex topics like community and civic engagement. Doing so requires intentional processes and reflection as we consider the unique needs of each community.

The resources in this toolkit offer program service and design, communications and marketing, library materials and collections, stakeholders and partnerships, and equipping staff to serve these communities

Recommended App



<https://usahello.org/findhello/>

Services listed

We are constantly updating and adding new resources to FindHello. We prioritize services offered by non-profit organizations that are free or low-cost and are specifically for immigrants. You can find the following categories of services:

- **Legal Help.** Immigration lawyers, accredited representatives, and organizations offering legal support.
- **Resettlement Services.** Help for new refugees, asylees, and others.
- **Housing & Food.** International foods, food for those facing hunger, and help to find a home.
- **Healthcare & Counseling.** Free and low-cost doctors, dentists, and mental health services.
- **Education & English Classes.** ESL programs, citizenship classes, digital skills, and adult education.
- **Jobs & Careers.** Training programs, resume support, and help to find a job.
- **Children & Teens.** Childcare and programs to help young people.
- **Community.** Social groups, places of worship, senior programs, cultural activities, and community centers.
- **Emergency Services.** Help if you are in immediate need.

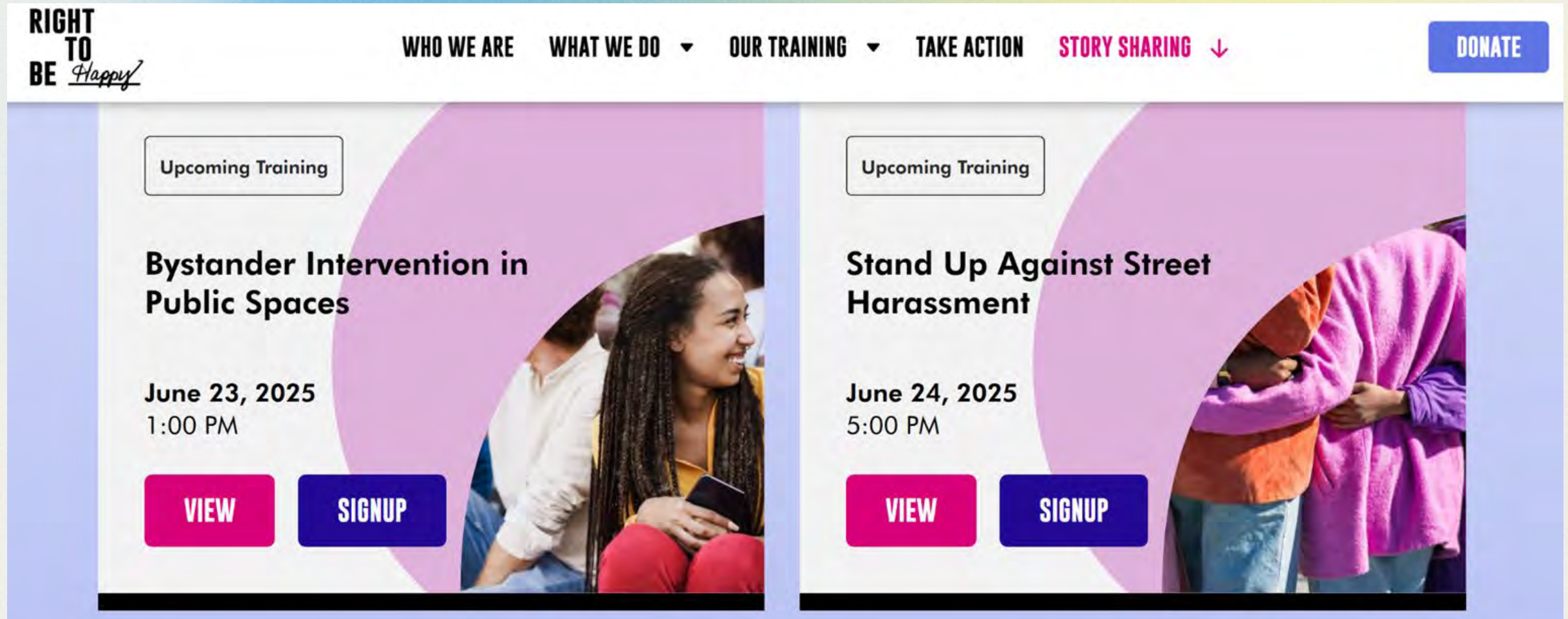
Languages

Search for resources in your own language. FindHello is available in:

- Arabic
- Dari
- English
- Pashto
- Spanish
- Ukrainian

Recommended Resource

Bystander Intervention Training from **Right to Be**



The screenshot displays the 'Right to Be' website's navigation bar and two featured training events. The navigation bar includes links for 'WHO WE ARE', 'WHAT WE DO', 'OUR TRAINING', 'TAKE ACTION', 'STORY SHARING', and a 'DONATE' button. The two featured events are 'Bystander Intervention in Public Spaces' and 'Stand Up Against Street Harassment', both scheduled for June 2025. Each event card includes a 'VIEW' button and a 'SIGNUP' button. The background of the event cards features a large, light purple circle and a photograph of a smiling woman with long braids.

RIGHT TO BE *Happy?*

WHO WE ARE WHAT WE DO ▼ OUR TRAINING ▼ TAKE ACTION STORY SHARING ↓ [DONATE](#)

Upcoming Training

Bystander Intervention in Public Spaces

June 23, 2025
1:00 PM

[VIEW](#) [SIGNUP](#)

Upcoming Training

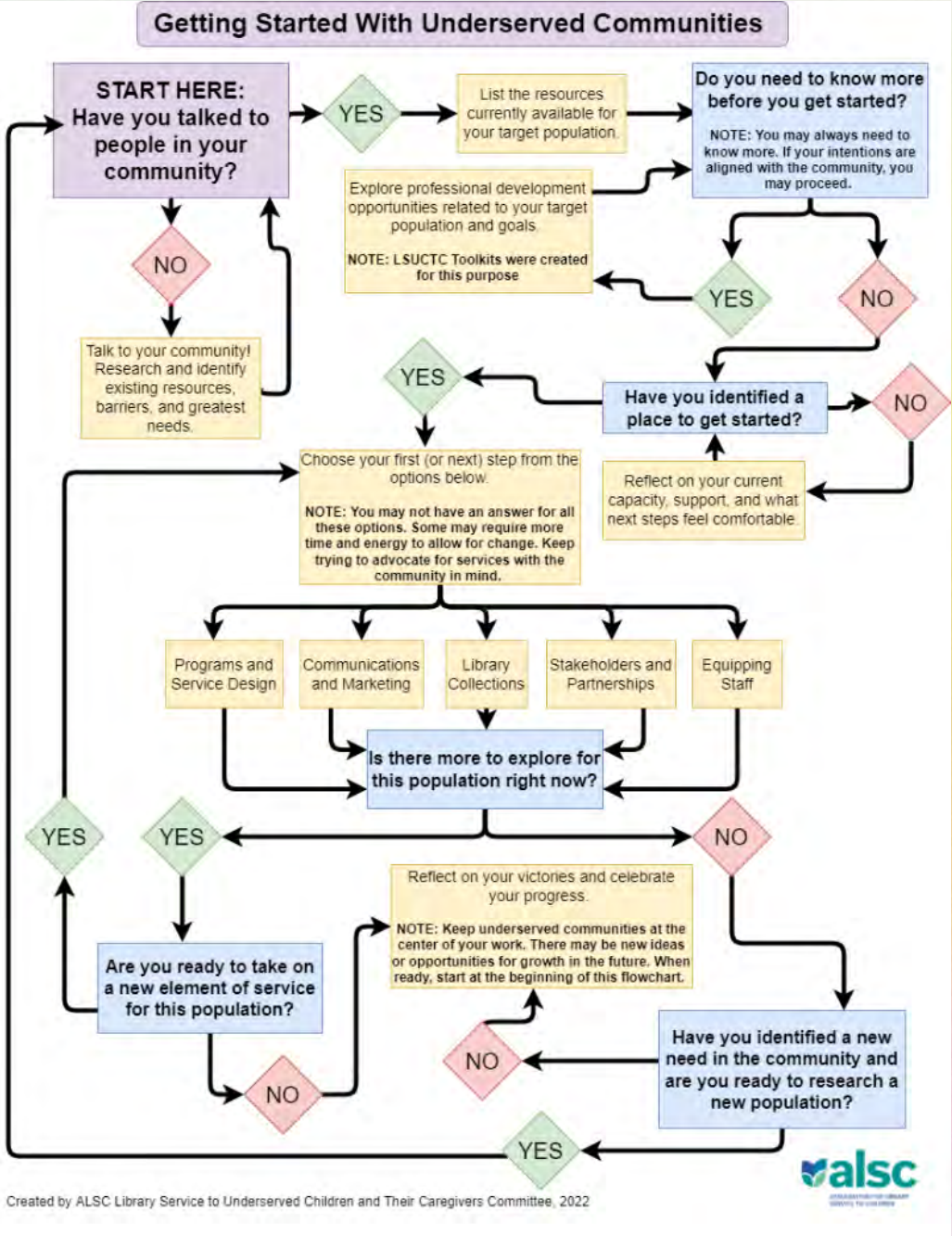
Stand Up Against Street Harassment

June 24, 2025
5:00 PM

[VIEW](#) [SIGNUP](#)

<https://righttobe.org/>

Flow Chart



<https://bit.ly/LSUCTCToolkit>

Project Voice Toolkit

<https://projectvoicetoolkit.wordpress.com/>

Toolkit Content Contributors

- Katie Campana, PhD, Kent State University
- Kayla Hlad, MLIS, Kent State University
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- Michelle Martin, PhD, University of Washington
- J. Elizabeth Mills, PhD, University of Washington
- Emily Sutliff, MLIS, Kent State University

Site Designer

- Julia Stone, MLIS, Kent State University

Project
VOICE

Libraries, Communities,
& Social Justice

Migrant Camp Outreach

- **Step 1: Research and identify need**
 - Missing school, food, healthcare, social services, childcare
- **Step 2: What barriers do you need to overcome?**
 - Trust, time, transportation, language, cultural norms
- **Step 3: How do you advocate for your community?**
 - Start where you can.
 - Little Free Library
 - Book walks
 - Summer Camp Outreach
 - Food Distribution Outreach
 - Obtain buy-in little by little
 - Problem solve, think how to change a “No” to a “Yes”



Photo Credit: Melody Leung

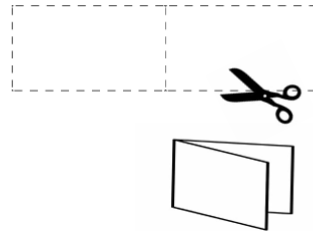
Know Your Rights Display (Red Cards)

Immigrant Legal Resource Center

<https://www.ilrc.org/red-cards-tarjetas-rojas>

To print at home, use heavy weight paper, or card stock. Cut out the cards along the dotted lines. If you're unable to print on both sides, you can simply fold on the center line to make a 2-sided card.

If you use a professional printer, we suggest you print 2-sided cards with white text on red card stock with rounded corners.



You have constitutional rights:

- DO NOT OPEN THE DOOR if an immigration agent is knocking on the door.
- DO NOT ANSWER ANY QUESTIONS from an immigration agent if they try to talk to you. You have the right to remain silent.
- DO NOT SIGN ANYTHING without first speaking to a lawyer. You have the right to speak with a lawyer.
- If you are outside of your home, ask the agent if you are free to leave and if they say yes, leave calmly.
- GIVE THIS CARD TO THE AGENT. If you are inside of your home, show the card through the window or slide it under the door.

I do not wish to speak with you, answer your questions, or sign or hand you any documents based on my 5th Amendment rights under the United States Constitution.

I do not give you permission to enter my home based on my 4th Amendment rights under the United States Constitution unless you have a warrant to enter, signed by a judge or magistrate with my name on it that you slide under the door.

I do not give you permission to search any of my belongings based on my 4th Amendment rights.

I choose to exercise my constitutional rights.

These cards are available to citizens and noncitizens alike.

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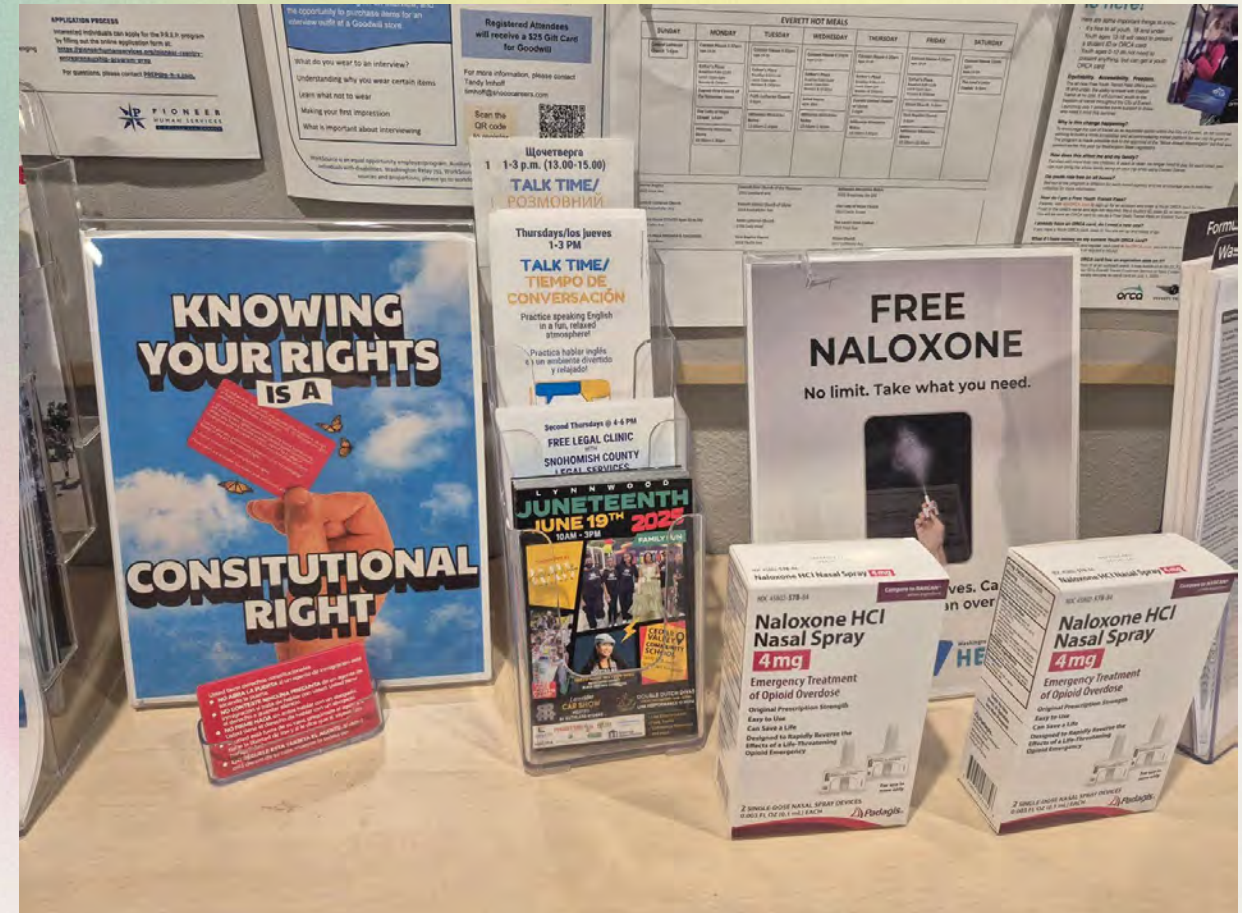


Photo Credit: Melody Leung, Everett Public Library

World Language Picture Books/Board Books

In addition to World Language collections for all ages.

Utilized as a way to provide books for families to read together and quickly adapt to the changing language population.



Photo Credit: Melody Leung, Everett Public Library

Reflection

- What is one idea from today that you will take back to your library?
- What questions do you have for us?



Dr. Audrey Barbakoff

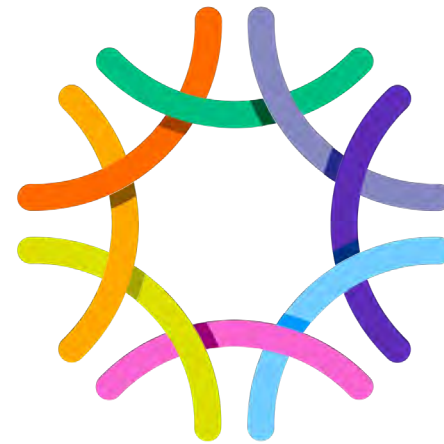
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