



Welcome

My name is Marisa Bell, I am a master's student in the School of Library and Information Studies at the University of Alabama. This Diversity Outreach ePortfolio (DO-eP) has been created as part of my work for the LS580 course, Outreach to Diverse Populations, during the Spring 2023 semester. In my DO-eP I analyze existing diversity outreach information responses for Pacific Islanders in the Salt Lake City Public Library (SLCPL), in Salt Lake City, Utah. I propose a range of responsive improvements and strategies to further outreach efforts to meet the needs, expectations & representation of Pasifika People in the Salt Lake City Public Library system. As part of my analysis I critically evaluate SLCPL's considerations of the Pasifika community and develop tangible outreach offerings for SLCPL to identify future opportunities to develop their relationship with Pacific Islanders in Salt Lake City, Utah.



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Who am I?

My name is Marisa Bell, I am a Puerto Rican Irish queer person who uses she/they pronouns and lives in the United States. I have the experience of being raised in a Caucasian/Latinx interracial family and come from middle socioeconomic status in the United States. I am academically educated and achieved my Bachelors of Science in Biology in 2018. I am currently an Associate Librarian with the Salt Lake City Library and am focused on becoming a well rounded librarian who is well prepared to be a leader in public libraries. As part of my Masters in Library and Information Studies I am taking LS580, Outreach to Diverse Populations. During the course of this semester I will be analyzing public library services for and outreach to Pasifika communities. I am interested in learning how to better serve this group in particular for a number of reasons. First and foremost, I have several friends & family members who come from the Pacific Islands. This project is for them, in particular for my niece and dear friend, who are avid readers & library aficionados. Despite the incredible diversity and distinct cultural practices of the people who come from the Pacific Islands, they are consistently grouped with Asian Americans which creates a false monolithic experience of a vast number of cultures. When Pacific Islanders are treated in this way, by the census, medical field, or any other group they are not centered and the services provided will not reflect the services they need (Ishisaka, 2020). The research I have conducted on this website is meant to center Pacific Islanders and make recommendations for future services.



Diversity and Outreach Positionality

Outreach is one of the critical components to library and information services. As important as it is to create and curate informational materials, it is worthless without patrons who want to use the resources. While marketing materials and passive posters or flyers may bring some people to use library services, targeted outreach to communities will not only invite them to use the library, it will also provide access to understanding what these communities need & want in their library system. Personally, I love to participate in outreach because it gives me the opportunity to meet community members where they are and show them that the library wants to be a part of their lives. Diversity and inclusion will always be a part of my journey in librarianship and we know that it is an ongoing pursuit (Balderrama, 2000). I am committed to supporting the growth and expansion of library services not just externally for our patrons,

but also internally for our staff.

My Inspirations

One of the biggest inspirations in my life is my dear friend Dianna Manasse. She is a teen services librarian who has been working in public libraries for many years. We had the opportunity to work together for two years, during which she showed me what diversity looks like in a collection, in programming, and in the workplace. She comes from a marginalized group and facilitated conversations and understanding around not only the population that she comes from, but also how we can relate to other communities. She showed me how curating a collection in line with the [We Need Diverse Books](#) movement not only increased circulation of materials, it also supported marginalized teens identities & expression. She is incredibly passionate about representing historically underrepresented people in any way she can and showing teens they can be whoever they want to be.



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Welcome to Salt Lake City, Utah

Salt Lake City, Utah is located on the west side of the Rocky Mountains. At least three different native nations call this area home including the Newe Sogobia (Eastern Shoshone), the Núu-~~agha-tuvu-pu~~ (Ute), & the Goshute (Native Land Digital , n.d.). It is the capital city of Utah, has a population of 199,723 people, and approximately 80% of those people are white (U.S. Census Bureau, 2020). The next most populous demographic is “Some Other Race” at 14%, followed by those who identify as Asian or Native Hawaiian & Other Pacific Islander being 9.6% of the population (U.S. Census Bureau, 2021). The city as it is known today was founded by Mormon pioneers led by Brigham Young in 1847 and the Church of Latter-day Saints (LDS) has been the predominant religion until recent years (Salt Lake City History, n.d.). In 2018, for the first time since the 1930s, the percentage of LDS practitioners dropped below 50% in Salt Lake County which has had political implications, including the county being more likely to vote Democrat in a historically Republican area (Canham, 2018).



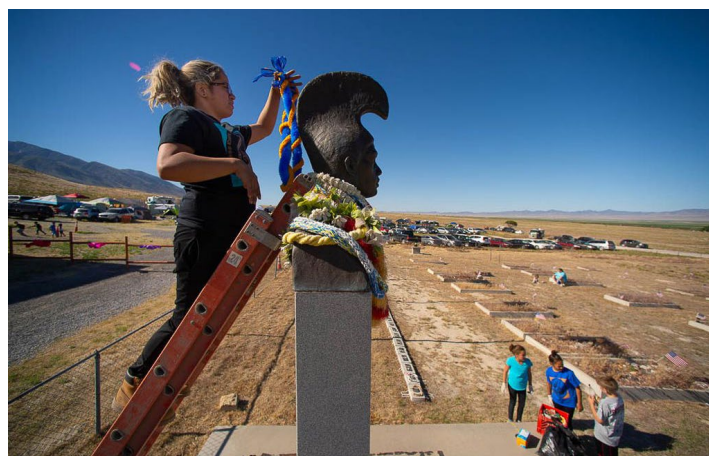
Pacific Islanders in Salt Lake City, UT

This study will be centering the Native Hawaiian & Pacific Islander (NHPI) community in Salt Lake City, particularly in the Rose Park neighborhood (ZIP code 84116). In Salt Lake City, 2.4% identify with this experience and in Rose Park the percentage of NHPI increases to 6.7% (U.S. Census Bureau, 2021). Native Hawaiians have lived in Salt Lake City since 1876 and like many Pacific Islanders in Utah, initially immigrated due to their membership with the LDS religion (Pacific Islander Communities, n.d.). In 1889, LDS Church leaders chose to segregate this population due to a number of factors including racial prejudice and language barriers (Pykles, n.d.). After almost 20 years of living in the now ghost town of Iosepa, the LDS Church encouraged many of the town's membership to return to Hawaii to build the temple in Laie, Oahu. Many others chose to stay and resettle in various parts of Utah (Pacific Islander Communities, n.d.).

Utah is unique as compared to the rest of the United States when the origins of NHPI residents are considered. On average across the U.S. 30% of Pacific Islanders are Native Hawaiian, followed by Micronesians at 28%. In comparison, Utah's predominant group are Tongans at 39%, followed by Samoans at 30% (Prior, 2022). This is particularly remarkable as Tongans nationwide only make up 7% of all Pacific Islanders in the United States.



Iosepa residents pose on Pioneer Day, July 24, 1914



"Lina Ahquin puts a lei on a historical monument, as Hawaiian descendants gather to clean the graves of their ancestors on Saturday, May 26, 2018, as part of the annual celebration in Iosepa... (Stamp, 2022)"

Resources for and by Pacific Islanders in Salt Lake City, UT

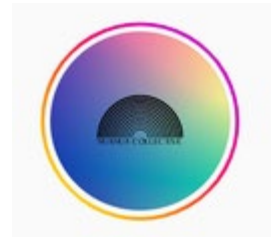
[Pacific Island Knowledge 2 Action Resources \(PIK2AR\)](#) is a Salt Lake City organization that is built on

“providing culturally relevant services to eliminate violence and its effects, increase income into ethnic and overlooked communities... and perpetuating all Pacific Island cultures art forms for empowered positive change...” They organize community events including Pasificka art programs and an annual mile walk in heels for domestic violence awareness.

The [Utah Pacific Islander Health Coalition](#) (UPIHC) is a local Salt Lake City organization committed to reducing the health disparities that Pacific Islanders in Utah experience. They

address the top health disparities among Pacific Islanders which includes heart disease, diabetes, obesity, and infant mortality. Their services include diabetes screening, transportation to medical appointments, language assistance, & access to Pasifika mental health network.

The [Nuanua Collective](#) is a social support group for LGBTQ+ Pacific Islanders based in Salt Lake City. Nuanua meaning “rainbow” in Samoan, this group organizes & participates in events, shares community resources, and supports the visibility of LGBTQ+ Pacific Islanders. They have 1,200 followers on Instagram and often partner with other LGBTQ+ & BIPOC groups to raise awareness of local issues.



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[t=Salt%20Lake%20City%20was%20founded,in%20the%20Salt%20Lake%20Valley](https://www.utah.com/destinations/cities-towns/salt-lake-city/things-to-do/history/#:~:text=Salt%20Lake%20City%20was%20founded,in%20the%20Salt%20Lake%20Valley).

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Welcome to the Salt Lake City Public Library



The Salt Lake City Public Library (SLCPL) has been part of the Salt Lake Valley for 125 years as of 2023, the first library director being Annie Chapman who served from 1897-1903 (see [SLCPL's current and past administrators](#)). Salt Lake City is a vibrant community as demonstrated on the [Context/Environment page](#) of this Diversity and Outreach ePortfolio. Here we will examine SLCPL in depth, including their organizational ties, their patrons, and the current & past services they provide to their patrons. This is all to provide context for the organization as a whole, their outreach to Pacific Islanders will be considered in the [Diversity Responsive Evaluation](#) page.

SLCPL's Profile

SLCPL is responsible to the [Salt Lake City Public Library Board of Directors](#) , a group of five to nine Salt Lake City residents who are recommended by the city mayor and approved by City Council (Library Board, n.d.). The library employs over 350 staff to provide services to and for Salt Lake City which includes teams for Children, Teen, & Adult services, in addition to an Equity and Organizational Development department (Salt Lake City

Public Library, n.d.). A public library established in 1898, the current **mission statement** is “Your City Library builds a foundation of equity, connection, and limitless possibilities.” They provide access to a variety of resources including physical materials such as books, DVDs, sewing machines, & telescopes, as well as **digital content** such as eAudiobooks/eBooks, Creativebug, and Rosetta Stone. Many of their librarians facilitate a wide variety of programs including library staples such as storytime, & bookclubs in addition to community events like Dia de los Muertos & Lunar New Year.



SLCPL's Patrons

SLCPL serves a wide demographic within Salt Lake City and most of the users are reflective of the city's demographics (see the Context/Environment tab on this website). With over 25,000 active borrowers every month and 1,440 new cards registered in January 2023, this is a very active organization (Witt, 2023). The demographics of each branch vary slightly, the Anderson-Foothill Branch has a large Chinese population that frequents their location, Glendale is located across from an elementary school and experiences a high volume of children, Day-Riverside is located in one of the most diverse neighborhoods of Salt Lake City & experiences a lot of ethnic diversity in their patrons. In addition to their affiliation with the city, SLCPL has an associated **Friends of the City Library**. This group is a 501(c)(3) nonprofit whose mission is to support SLCPL. They organize book sales and engage in advocacy work on behalf of the library.





SLCPL's Offerings

Resources and Tools

As a public library in the 21st century, SLCPL has many of the resources you would expect and some you would not. Physical materials for check out include books, DVDs, telescopes, sewing machines, early literacy kits, ukuleles, sensory kits, and more. Digitally, the library offers a plethora of resources in addition to eBooks & eAudiobooks. Their **Digital Library** includes access to dozens of databases including those for automobile repair, creative learning, language acquisition, genealogy research, and homework tutoring. Booklists are a staple for librarianship, they offer curated book recommendations, highlight diverse collections, and offer patrons another way to engage with a librarian. One booklist that is available to anyone who visits the SLCPL website is “**A book with a main character/protagonist with a disability.**” This booklist was created for adults and promotes representation of people with disabilities. These titles are often extremely difficult to find without a curated list and it is important to connect all patrons with this resource, whether or not they themselves have a disability.

Communications

SLCPL strives to represent diverse people visually as often as they can. When a new patron arrives at any city library location in 2022 & 2023 they will be given an option for their library card design. One card design is a neutral green cityscape, while the other is a vibrant yellow card that boasts a variety of people with different skin tones greeting each other in different languages. Additionally their [Instagram page](#) celebrates the diversity not only of their patrons, but also their staff.

Outreach

I work as an Associate Librarian on the Children's Services team at SLCPL and have insight in what kind of outreach they do for kids 0-12 & families. The children's service's team at SLCPL is dedicated to early literacy and they are committed to providing outreach to Title I schools. Every month children's librarians and associate librarians visit pre-k classrooms in Title I schools and provide storytimes as well as other early literacy support. Librarians may bring them books to keep for their own personal library & also strengthen ties with elementary schools during family literacy nights.

Programming and Events

SLCPL excels at creating diverse programming for a wide variety of communities. Programs such as [Alphabet Soup](#) target and bring in the LGBTQIA+ teen population. Every year the Day-Riverside branch hosts Dia de los Muertos which brings in over 300 patrons to celebrate Aztec & Mexican traditions, many of whom come from those origins. Not only do librarians work to create respectful cultural programs, they also work to diversify their collections and welcome new patrons. In December 2023, the Chapman Library expanded their language collection and saw an increase in patronage as people came to check out materials in their native tongues ([Salt Lake City Public Library Director's Report, 2022](#)).



Other Offerings

At the Day-Riverside Library, where I work, SLCPL also takes into consideration the large number of Spanish speaking patrons. Of the 16 people on staff at that location, as of February 2023, seven of them are native Spanish speakers and one is fluent. Not only that, but in the most diverse neighborhood of Salt Lake City, the majority of staff are people of color. Not all of the branches of SLCPL have this same level of diversity in staff that is so reflective of the population they serve, however many staff represent a plethora of languages & ethnicities across the system. Overall, SLCPL has shown a lot of positive growth towards representation and diversity in their materials, programs, staff, & outreach. Some things they can consider to increase their offerings to their patrons would be to have their website easily translated into languages other than English. Their core signage in the buildings often have Spanish translations, however their marketing materials for programs could also benefit from translation. Despite their commitment to providing cultural programs, they do not currently offer any celebrations for Pacific Islanders, African Americans, or Middle Easterners. Bilingual and multilingual staff are not being compensated for their language skills despite the incredible access it provides to patrons who are not fluent in English. SLCPL as a system still has far to go in their commitment towards equity, diversity, and inclusion, however the librarians and marketing team are working hard to create an inclusive environment and experience for all of their patrons.

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Promising Practices

Readings and
Resources
Case Study



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Readings and Resources

Resources for libraries and librarians who want to provide outreach and services to Pacific Islanders are somewhat limited in the United States. Perhaps due to their ethnic minority status, or joint grouping with Asian Americans, scholarly resources that center Pacific Islander Americans as the sole subject are not in a surplus. Until there are more case studies done in the US, there are several resources available that source from New Zealand, Australia, and the Pacific that focus on Pacific Islanders. Libraries and librarians can use these when developing their approach to groups in the United States. Thankfully, the knowledge gap can be closed somewhat using web based resources. There are a number of groups based in Salt Lake City, UT and the US that have pages which can be used to provide more comprehensive services to Pacific Islanders in Salt Lake City.

Scholarly Resources

Hau'ofa, Epeli. (2019). The Ocean in Us. *Understanding Oceania: Celebrating the University of the South Pacific and its Collaboration with the Australian National University*, 341-36

When we have a commitment to extend outreach to Native Hawaiians and Pacific Islanders, it is important to understand the history and current connections that our patrons share with people still in Oceania. Epeli Hau'ofa's chapter in *Understanding Oceania* contextualizes the history that Pacific Islander's have faced pre-colonization, during colonization, and post colonization. Hau'ofa explains that the term "Pacific Islander" has been used in a way that homogenizes incredibly diverse regions and people. When someone from the Oceanic region uses the term Pacific Islander, many preface it with their particular culture, i.e. Tongan Pacific Islander. Some readers may be familiar with this kind of identification, particularly in context with the term Native American. The terms Pacific Islander and Native American both describe a region that people identify with, however it is not the most accurate term and as Hau'ofa points out, this homogeneity can be incredibly detrimental.

Edwards, Eric. (September 27, 2019). Intergenerational Programming in Libraries: Building Bridges Between Age Groups While Increasing Community Engagement. *Illinois Library Association* (Volume XXXVII. Issue 5). Retrieved from [https://www.ila.org/publications/ila-](https://www.ila.org/publications/ila-reporter/article/119/intergenerational-programming-in-libraries-building-bridges-between-age-groups-w)

reporter/article/119/intergenerational-programming-in-libraries-building-bridges-between-age-groups-w
Pacific Islanders have very social community structures and family is an important aspect of their culture (**BY**
Pacific Islander Diversity Cultural Information). When public libraries consider designing programming for Pacific

Islanders, intergenerational programs may have more success than programs that target specific ages. The article written by Eric Edwards consolidates several key aspects to creating intergenerational programs. One important step is to collaborate with staff in the different service departments before offering the program. Children's, teen, & adult services all have their strengths and when combined into one effort can craft a truly welcoming all ages event. Doing this may also create connections between institutions like highschools and senior centers.

Richards, Pamela; Wiegand, Wayne; & Dalbello, Marija. (2015). Accommodating Ethnic Diversity and Indigenous Peoples. *A History of Modern Librarianship: Constructing the Heritage of Western Cultures*, 197-200. Libraries Unlimited.

Comparing different library cultures with similar European colonial history is valuable to provide insights into how different countries respond to Pacific Islanders. In *A History of Modern Librarianship: Constructing the Heritage of Western Cultures* Pamela Richards, Wayne Wiegand, & Marija Dalbello connect world & local history with the evolution of the library field. Great! The section that analyzes diversity and indigenous peoples in Australia and New Zealand is particularly illuminating to provide more context about how libraries with a large population of indigenous Pacific Islanders can provide services. When these countries experienced an influx of Pacific Islanders, they eventually chose to incorporate collection materials that were reflective of this population, hire multilingual candidates, and store some information materials based on the indigenous wisdom of the people.

Vaiote, Timote. (2006). Talanoa Research Methodology: A Developing Position on Pacific Research. *Waikato Journal of Education* 12:2006. Retrieved from

<https://researchcommons.waikato.ac.nz/bitstream/handle/10289/6199/Vaiote%20Talanoa.pdf>

Talanoa is a Tongan word and one definition is "a personal encounter where people story their issues, their realities and aspirations." This paper explains how using talanoa as a form of research is both more culturally appropriate for Tongan people and is more successful than western research approaches. The author explains the values that many Pacific Islander cultures share and posits that this approach is likely to be successful with communities similar to Tongans. Although this paper primarily considers Tongans that are still living on the Pacific Islands, several aspects of their culture very likely extends to American Tongans. If this is true, then this methodology, and the explanation of Pacific Islander culture found in this paper, is valuable for approaching American Pacific Islanders and determining the best library services for them in the US.

Misilei, Richard. (June, 2017). The value Pacific Youth place on librarianship as a potential career. Victoria University of Wellington. Retrieved from

https://researcharchive.vuw.ac.nz/xmlui/bitstream/handle/10063/6642/paper_access.pdf?sequence=1

One of the best ways to increase outreach and services to any population is to hire and retain employees from the groups that the organization is trying to reach. In Richard Misilei's paper, he examines how young Pacific Islanders in New Zealand view librarianship and its potential as a career. What he discovers is that many youth do not see it as a viable career for a number of reasons. One reason is that they don't see themselves or their culture represented in the library spaces they engage with. Other reasons include familial economic responsibilities, and not seeing librarianship as a professional field that requires advanced qualifications (which is more highly valued by their parents). These discoveries may also be a consideration for Pacific Islander youths in the United States and

are worth addressing to increase representation in the library field.

Online Resources



Asian/Pacific American Librarian Association

The **Asian/Pacific American Librarian Association** is an organization dedicated to supporting librarians of Asian American & Pacific Islander descent as well as dedicated library outreach to those communities. Their vision as stated on their **Strategic Plan webpage** is to develop “A profession that is diverse, inclusive, and social-justice oriented through advocacy, leadership, and collaboration.” They include a number of resources on their webpage, most notably is their **Talk Story** initiative. This initiative is focused on intergenerational and family literacy that is targeted towards Asian American & Pacific Islanders (AAPI) as well as American Indian and Alaskan Native communities. APALA is an excellent resource for librarians and library workers to access information to support the AAPI community.

Pacific Island Chamber of Commerce

The Pacific Island Chamber of Commerce (PICC) is an organization in Salt Lake City that is a part of **Pacific Island Knowledge 2 Action Resources (PIK2AR)** (see the Context/Environment page for more information on PIK2AR). This organization is dedicated to supporting “socially responsible and socially conscious individuals and organizations who, while business-oriented, hold the belief that people and profits are of equal importance.” They specialize in growing Pacific Islander businesses and will also assist individuals from underserved ethnic communities. The landing page of PICC immediately represents itself as a community organization. Group pictures of people of color, predominantly Pacific Islanders, smile with joy and accomplishment. They offer a variety of services to members including monthly meetings which are hosted throughout Utah and can also be attended virtually (see their **2023 Calendar**). They also offer microloans and are clearly a community centered organization.

Resources for Pacific Islander Heritage Month

We Need Diverse Books is one of the best resources for finding curated lists of books, authors and publishers that represent a plethora of communities. During Asian American and Pacific Islander (AAPI) month in May, it can be difficult to find materials that center Pacific Islanders. This list includes a number of titles and

authors that represent this group in particular. Something notable about these lists is that most of the publishers and authors are not based in the United States. Librarians and educators can use these resources for immediate representation of their patrons & students while keeping an eye out for books & authors from the US that will more closely reflect the experiences of people who have lived in the US for several generations. Another thing to consider with this list is that several of the links to publishing companies and authors are no longer active web pages. These authors and companies still exist and their names can be searched independently of the links.



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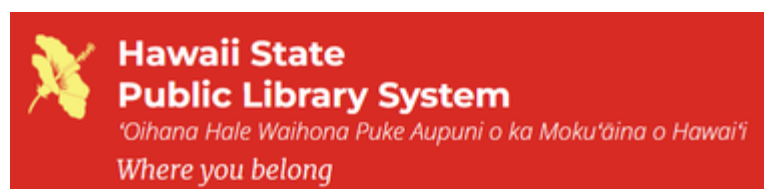
Case Studies

Perhaps due to the marginalization of Pacific Islanders (PI) in the United States and grouping with Asians, there are not many institutions that offer direct outreach services to PI's (with the exception of some institutions in Hawai'i). There are several local community organizations that celebrate and share their culture with Salt Lake City, UT and their contributions are discussed on the [Context/Environment](#) page. In order to provide a comprehensive analysis of informational institutions' outreach to PI's I have looked at Hawai'i, Tonga, and Samoa. The diversity of Pacific Islanders cannot be understated and the following organizations offer some insights into specific communities that can be found in the Pacific.

[Hawaii State Public Library \(HSPL\)](#)

The origins of the HSPL can be traced back to 1879 and the Honolulu Library and Reading Room Association (HLRRA) (History of the Library, n.d.). The landing page of this library is immediately a welcoming and inclusive experience as demonstrated by their logo. A phrase in Hawaiian is featured and underneath the text are the words "Where you belong" in English. Many of their programs incorporate Hawaiian words such as their Keiki Storytime and Keiki Connect Storytime, with Keiki meaning child. They host talk stories which derive from the expression talk story, a Hawaiian expression for talking informally that aligns with methods of oral storytelling (Talk Story>About, n.d.).

- [Talk Story with Kumu Kehaunani Ka'auwai & Kumu Wilmont Kahaiali'i](#)
- [Keiki Storytime & Keiki Connect Storytime](#)



[Polynesian Cultural Center \(PCC\)](#)

The Polynesian Cultural Center is a business and one of the most frequented tourist destinations on the island of O'ahu, Hawai'i that is dedicated to the preservation and celebration of six Pacific Islands. Founded by the Church of Jesus Christ of Latter Day-Saints, PCC is closely tied with Brigham Young University Hawai'i (BYUH) and many of the students who attend BYUH also work at the PCC (BYU-Hawaii & PCC: The Learning Connection, n.d.). This cultural center was founded with the intention of preserving and celebrating "traditional island cultures" and hosts culturally specific food, games, and entertainment (Purpose and History of Polynesian Cultural Center, n.d.). Although the PCC is absolutely a tourist destination that caters to visitor's desire for the exotic, to this

author's eye it does promote accurate information of the represented cultures and is an authentic source for many people to engage with the Pacific Islands.

Samoa House Library (SHL)

The Samoa House Library is located in Auckland, New Zealand and was founded after several specialist libraries associated with the University of Auckland closed in 2017. SHL is an independent art library that also offers alternative educational curriculums. Their programs often are founded in ideals of **conversational research** which invites participants to fully engage with the topic and honors the shared wisdom of the collective. Their catalogue consists of approximately 7000 items and it is worth noting that the call numbers honor the name of the donors who added the material to the collection. Their **instagram page** is vibrant and filled with Pacific Islander iconography and heritage.



Kolovai Community Library

The Kolovai Community Library (KCL) was **founded in 2019 in Tonga by Kahoa Meimuli Corbett and Brendan Corbett**. It is the first public library in Tonga and it was initiated after the events of Cyclone Gita. Kahoa Meimuli & Brendan Corbett were assessing their family home in Tonga after the cyclone and saw that the students from the neighboring school had very few materials. The couple organized donations from Auckland libraries, coordinated training for new library staff on the island, and advocated for its presence. This is a prime example of an informational institution that is led by and for the community it serves. They also demonstrate a lot of resilience and ingenuity as seen by their Onzo bikes. These electric bikes were donated to the KCL and are rented out to help with library costs.

The above case studies are but a few examples of information institutions that are for and by Pacific Islanders (PI). All of the organizations are characterized by the use of symbology consistent with the PI communities they serve. With the exception of the Polynesian Cultural Center, they were founded by the PI community where they are located. Family and community are very prominent in these organizations, in addition to free and open dialog in programs between presenters and patrons. It is evident through these institutions that Pacific Islanders take pride in their culture and seamlessly integrate tradition and the modern world.



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Diversity Responsive Evaluation

The Salt Lake City Public Library (SLCPL) located in Salt Lake City, UT has many resources and offerings to a number of historically marginalized groups. Pacific Islanders are often overlooked when organizations consider their resources, or are grouped together with the incredibly diverse experiences of Asian Americans. In **Promising Practices** I offer some examples of organizations & research that centers Pacific Islanders. Here I will analyze SLCPL's current offerings to Pacific Islanders and make recommendations for **Outreach Moving Forward** on another page.

SLCPL's Offerings

Resources & Tools

The core of any library is their collection & the access their patrons have to resources. Although SLCPL does have many materials that are representative of Pacific Islanders, they require a number of different search terms to locate them on the website. Using the term “Pacific Islander” will return a result list of 15 items (as of April 2, 2023) and of those 15, several are not specific to the Pacific Islander experience. When the specific search “Tonga” is used, there are 48 results, many of which are directly related to Tongan authors, stories, & cultural experiences. One responsibility of librarians is to make materials more accessible and a common way to do so is to create curated booklists. SLCPL has made many online booklists that can be found on the web pages for Adults, Teens, & Kids. Of those three age groups, only the Kids have created a list of titles highlighting the **Pacific Islander Experience**. The list is predominantly picturebooks and nonfiction, with one board book and one eBook.

Communication

Asian American & Pacific Islander month in May has been formally recognized since 2009 and was proclamation 8369 signed by President Obama (Obama, 2009). In the time between 2019-2023 there were no Instagram posts on **SLCPL's Instagram page** that featured books or authors of Pacific Islander heritage during this month. On April 19th, 2019 a post highlighting the “first Pacific Islander Art Festival” features a dancing Pacific Islander woman. **Another post** on July 29, 2019 promoted the event with several pictures of dancing children and a musical instructor. This event was organized by a SLCPL staff member, who also started an indigenous language class which will be discussed below.



Community Collaborations & Partnerships

There have not been any recent partnerships with Pacific Islanders, but in 2019 the SLCPL staff member who organized the Pacific Islander Art Festival, also coordinated the Hawaiian Indigenous Language Series (Hawaiian Indigenous Language Series, 2019). This program was in partnership with the **Utah Hawaiian Civic Club** and was a four week course. The author of this website worked with the responsible SLCPL staff member while they were creating these projects and knows that they are no longer in a position to initiate programs within the library system. This particular SLCPL staff has a shared cultural background with Pacific Islanders which is one reason why their programming was incredibly effective and well attended.

Programming & Events

SLCPL used to have a number of programs that target Pacific Islanders, all of which were hosted by the Day-Riverside branch in the Salt Lake City neighborhood Rose Park. In 2019, SLCPL hosted the PEAU Literary Arts Book Club with **Pasifika Enriching Arts of Utah (PEAU)** (PEAU Literary Arts Book Club, 2019). In addition the **Pacific Islander Art Festival** was hosted on August 2nd, 2019, it featured a number of community partners who preformed and contributed to the event, and drew over 300 people. Since these events, there have not been any other targeted programming for Pacific Islanders in SLCPL.



Other Offerings

The ethnic diversity of staff working in SLCPL is not publicly available however the author of this website has worked in this organization for three years. In conversation with the Administrative Manager of the Equity and Organizational Development department, they shared that as of August 2022 their team was entirely BIPOC staff, which is not seen in any other department. Of additional interest to this research, it is important to note that the Equity Coordinator in this department identifies as Tongan. In the interim director's letter to the Salt Lake City Mayor, City Council, & residents that was published as part of fiscal year 2023-2024 budget proposal, Debbie Ehrman listed the recruitment & retention of BIPOC staff to be one of SLCPL's main goals (Ehrman & Weinacker, 2023). However, in review of the budget book & **proposed budget** there is no further mention of how SLCPL intends to recruit and retain BIPOC staff (Salt Lake City Public Library, n.d.). Despite this, we are hopeful that SLCPL will continue to support their staff and look towards hiring more Pacific Islanders who can connect the library with their community and show us how to build sustainable relationships.

SLCPL has very clearly engaged with the Pacific Islander community meaningfully in the past, however their current offerings are either barely representing this group or are non-existent. When users interact with [SLCPL's website](#) there is nothing that would immediately represent Pacific Islanders, or any other group. Depending on the highlighted programs, they may occasionally represent cultural programs in the sliding bar seen in the figure below which is currently advertising the 2022 Audubon Photography Awards. To make websites & marketing materials that center Pacific Islanders, we must display an understanding of the complexity and nuance of their culture (Liu, 2022). It is understandable that the library's website, which must be user friendly and appeal to a wide range of people, may not choose to include symbology or representation of all the different populations it serves, however there are other opportunities to indicate that the library space is welcoming to Pacific Islanders.

During an interview with SLCPL's Equity Coordinator who personally identifies as Tongan, they recommended one way to increase the libraries' welcome to Pacific Islanders would be to incorporate Pasifika symbols in decoration of the library (Langi, 2023). These could take the shape of vinyl on end caps or a mural by a Pasifika artist. The Hastings District Libraries in Hawke's Bay, New Zealand installed a mural in 2021 that represents the journey of Pasifika ancestors of current residents from their homeland to "the land of milk & honey (Hastings District Libraries, n.d.)." SLCPL could consider doing something similar with one of the branches that are located in an area with a large number of Pacific Islanders.

As of May 2023, there are no programs that are directly targeting Pacific Islanders at SLCPL. Although they may not have public service staff who share a cultural background with this group and have the lived experience that made the Pacific Islander Arts Festival a success, they can collaborate with community groups and make meaningful connections. An email correspondence between myself and SLCPL's Equity Coordinator revealed that a librarian at the Day-Riverside Branch of SLCPL had created a booklist of Pacific Islander authors for the Utah Pacific Islander Health Coalition.

One of the greatest impacts libraries can have on community groups is to hold space for them. This can often come

in the form of meeting rooms that are free and open to the public. Currently SLCPL does not seem to advertise any community programs besides their own. When a community group is using the space the library could consider partnering with them and including the program on the website to amplify the efforts of Pacific Islanders working in their community. Or, if it isn't possible to post the programs online, branches could create a physical bulletin board at the library with a weekly calendar of events happening in the meeting room.

SLCPL is at the moment serving Pacific Islanders primarily through booklists for children, some library materials, and by holding space for adults & community organizations. This is not atypical for many public libraries in the United States. Some libraries offer other services, like the Sacramento Public Library's offerings of nearly [800 items in Tagalog](#). Offering materials in different languages helps support the community's connection and value in their library when the collection is curated intentionally with their needs in mind. SLCPL will doubtless continue to grow their services for their community and I look forward to their further inclusion of Pacific Islanders.

Interview with a Librarian

In order to ensure that I did not miss any of SLCPL's offerings to Pacific Islanders, I interviewed a librarian who has been with SLCPL for eight years and worked in several locations. The librarian could not think of any targeted outreach or services conducted for Pacific Islanders since the SLCPL staff responsible for the Hawaiian Indigenous Language Series & the Pacific Islander Art Festival stepped down. They shared that in meetings they often ask to make cohesive, systemwide displays and booklists for Pacific Islanders in particular and they are dismissed because "there aren't enough materials." They believe that the outreach and services to Pacific Islanders can be greatly increased and that SLCPL is currently not actively serving this population. Reviewing the current [calendar of events](#) (as of April 2023) shows this clearly.

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Outreach Moving Forward

In pursuit of understanding the outreach offerings to Pasifika People provided by the Salt Lake City Public Library (SLCPL) located in Salt Lake City, Utah, I have thoroughly surveyed SLCPL, community organizations, and other institutions that center Pacific Islanders. Like many institutions in the United States, SLCPL has some services for this community, however they do not consistently center Pacific Islanders (for a thorough review of SLCPL’s current, & past outreach & services to Pasifika People, please see the [Diversity Responsive Evaluation](#) page). Here I will suggest a strategic plan for SLCPL that will center the Pasifika community in Salt Lake City and extrapolate possible outcomes of incorporating this plan.

Strategic Action Plan

SLCPL developed a strategic roadmap in 2017 in collaboration with several community partners and library staff (Salt Lake City Public Library Board of Directors, 2017). Out of the 41 community organizations listed on page 10 of the road map, only four represent people of color and not a single group had the sole interest of representing Pacific Islanders. My first recommendation is to pursue a new strategic action plan in collaboration with a more diverse group of community partners and leaders. At the time this website was published, I had been in libraries for five years and in pursuit of a Master’s in Library and Information Studies for one. Through the research conducted for LS 580, Outreach to Diverse Populations, I have increased my cultural competency & social justice skills and know that any strategic action plan intended for the people must have the people involved. All of the following amendments to the mission statement and strategic action plan are proposals that can serve as a starting point between SLCPL & Pacific Islanders in Salt Lake City, UT.

The current mission statement for SLCPL is “Your City Library builds a foundation of equity, connection, and limitless possibilities (Strategic Plan, Mission, History, n.d.).” While this mission statement encompasses three important library values, it neglects the library’s responsibility for nurturing relationships with the community. In Mele Katea Paea’s thesis, she thoroughly researches the practice of Tauhi Vā Māfana in Tongan public service leaders (Paea, 2015). Tauhi Vā Māfana is Tongan and means “nurturing warm relationships.” This practice is certainly not universal across the diaspora of Pacific Islanders, however I find it to be particularly relevant when libraries seek to connect with any community that has not been previously centered. It also encompasses the ongoing practice of fua fatongia (fulfilling obligations) to create sustainable, invested partnerships that will last. With this in mind, I propose the following mission statement: The City Library nurtures communities & individuals by fulfilling their obligation to equity, intellectual freedom, and social responsibility.

SLCPL is currently in search of their next executive director and may be waiting for direction before they revisit

the strategic action plan made in 2017. Previously they identified six strategic areas of focus which are as follows: Arts & Creativity, Civic Engagement, Critical Literacies, Economic Success, Healthy Together, and Inclusion & Belonging. All of these categories are reflected in the Pasifika community organizations listed on the Context/Environment page and the Pacific Island Chamber of Commerce on the Promising Practices page. Reviewing these areas with a new leader & in collaboration with a diverse group of community members that centers marginalized voices is recommended to ensure that the library is putting their efforts into what the community prioritizes. Inclusion & Belonging in particular would benefit from scrutiny. People feel differently about the library and simply including books about Pacific Islanders is not enough to include them into the everyday reality of the library. It also centers the library, not the people who are being “included.” Changing Inclusion and Belonging to Community Connection centers communities that already exist in Salt Lake City and allows for expansive collaboration.

Shifting Inclusion & Belonging to Community Connection also offers SLCPL the opportunity to create a committee of diverse staff who are responsible for nurturing relationships with the community. When there are only individuals spread throughout the organization who are building community connections, those connections can be lost when the individual leaves the library, or moves to a different position. Creating a Community Connection Committee would provide a responsible group that can nurture relationships with community organizations despite turnover. They could be responsible for identifying communities in Salt Lake City and providing consistent resources in collaboration with the librarians & branches who are closest to the community. They can also host forums with marginalized populations & discover what changes the library can make to center those groups.

The Salt Lake City Public Library needs to update their strategic roadmap and begin connecting with community leaders now. When a new director is selected, they have a responsibility to provide clear leadership and may not be a Salt Lake City native. By nurturing relationships with organizations now, SLCPL can gather together an invested group of community partners that will orient the new director to the intricacies of Salt Lake City. The best way to discover these organizations & leaders is to increase communication with SLCPL’s public service staff. These staff members include aides, assistants, associates, librarians, & managers who interact with their patrons every day. They know who is using the library & has a vested interest in the services. Librarians & managers also know the demographics of their neighborhoods and can identify which communities are not currently using the library. These groups are critical to include as they will provide the greatest insight into how library services can be utilized to center their communities.

Projections

Public libraries strive to be places where everyone is welcome and see themselves reflected in the materials and services. In the effort to make everyone welcome, many institutions lose track of systematically centering each facet of their community and fall into the trap of being performative without creating any action. On the surface, a review of SLCPL’s services for Pacific Islanders seems to only be including children’s services (see the **Diversity Responsive Evaluation** for more information). However in conversation with the library’s Equity Coordinator, they

shared that several librarians have been working with the Pasifika community curating booklists, providing space for community meetings, and offering library tours for the local charter school Pacific Heritage Academy (Langi, 2023).

These services are not public facing and can only be discovered by contacting individuals within the institution. While these services are excellent and the staff providing them are building relationships with individuals in the community, the organization is not nurturing sustainable relationships that will last when the librarians move on to different positions. If SLCPL takes into consideration the research I have conducted, includes Pacific Islanders in their planning, and creates a committee for Community Connection, then they will not only increase engagement with Pacific Islanders, they will also have the tools to center other communities in Salt Lake City.

The Salt Lake City Public Library is celebrating its 125th anniversary in 2023 (The City Library, n.d.). In the last 125 years, much has changed for the United States and librarianship as our body of knowledge has grown and included more narratives than colonial European. Diversity is one of the core values of librarianship as defined by the American Library Association (ALA) and we “strive to reflect that diversity by providing a full spectrum of resources and services to the communities we serve (ALA Council, 2019).” This means that we must be in constant evaluation of our services and center the communities we serve. Pacific Islanders are rarely centered outside of their own institutions or organizations and I suspect that if SLCPL were to nurture the relationship we have with the Pacific Islanders in Salt Lake City, then we will expand our “spectrum of resources” to be more inclusive and supportive of Pasifika culture.

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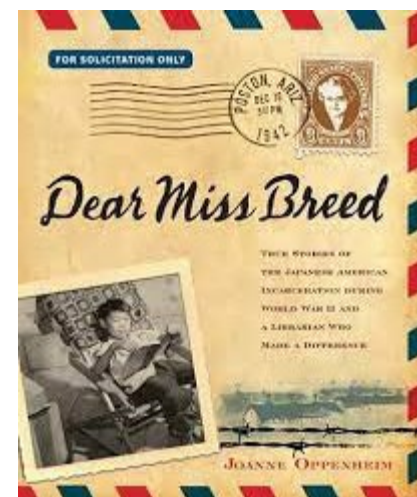
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Insights + Reflections

Dear Miss Breed: True Stories of the Japanese American Incarceration

We live in a time where people are more used to connect in virtual arenas as opposed to sharing physical space. The story of Miss Breed and her dedication to the young people in her community is a poignant lesson from the past. One of the [Core Values of Librarianship](#) as defined by the American Library Association (ALA) is professionalism. ALA's definition of professionalism centers around the ideal of producing librarians who have graduated from an accredited institution. However the culture I have experienced around the idea of professionalism in a library involves almost sterile service to patrons. You may come to know some regulars, but as a whole most of the library patrons are mysterious community members whose names you may never know. This culture seems to be a recent development as the urbanization of the United States has skyrocketed and fear of who your neighbor might be has permeated not only through society, but also through public services. It is safer, cleaner, if you don't know what your patrons are experiencing. Miss Breed is a shining example of what professional, compassionate librarianship can be and the impact that can be made on the youngest members of our society.



Reflection on the Course

LS 580: Outreach to Diverse Populations has been the most impactful course I have taken so far in my journey to

achieve a Master's in Library and Information Studies. This course has provided me with a safe place to grow more culturally competent and explore my biases with an incredible teacher and inspiring peers. I have learned that many times when working with groups who may source from outside of the US, some of the best models and resources to serve these groups will be from their countries of origin. However, that does not replace a collaborative conversation with the group we are trying to center. As I have researched and had conversations with Pacific Islanders they have had a tremendous impact on how I will approach communities. Before this course there was a lot of uncertainty on how to communicate with individuals and groups whose background I do not share. Now with some knowledge of Tauhi Vā Māfana, I intend to build "warm nurturing relationships" with my community and discover how we can grow together.



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