

## CASE STUDY

You decide to purchase Spanish newspapers and magazines for your Spanish-speaking population. A patron complains to you, “We already discussed at our last community meeting that we want to have more Books on Tape. Now, I see you’re getting all these things for Spanish-speaking people. They should be learning English if they want to live here and, besides, they’re a small part of our town’s population. We’re a larger segment and have been here longer. When are you going to listen to our needs?”

What do you say to this patron?

What does including Spanish newspapers and magazines contribute to the overall library?

How does it serve more than one “small part” of a town’s population?