Logan City Libraries

Community Engagement with the Indian Community Report

By Moksha Anand (Masters in Social Work student, 2016)
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Abstract
A review of Logan City Council’s Libraries and Cultural Services venues are made up of nine libraries, one art gallery and one historic museum, Mayes Cottage shows that there are opportunities to promote these spaces amongst the Indian community residing in the City of Logan. In order to understand how to improve promotion of these services, this community engagement report was developed comprising of a two-step study. First, an analysis was done on the Indian community residing in the City of Logan. Second, a survey was conducted to understand how often the Indian community is using the Libraries and Cultural Services venues and how the services can be marketed to encourage more Indian users.

The 2011 Census results show that Underwood has the highest percentage of Indians residing in these suburbs: (4.4%), Meadowbrook (2.5%) is the second highest followed by Woodridge (2.4%).

The results of the survey with 115 participants revealed that 55% of the participants were not using any of the Libraries and Cultural Services venues. Amongst the other who are using these services, there was a range of commonly used services, programs and collections.

It was found that the most common reason as stated by 40% of the participants, for not using the Libraries and Community Services venues is lack of awareness.

This survey, demonstrated the benefits of advocacy in a practical situation for both library staff and community and community champions. A community champion can be invaluable in conveying key messages on behalf of the library.

The State Library of Queensland WELCOME toolkit, Logan City Council Libraries and Cultural Services Multicultural Action Plan 2015-2019, were used in order to undertake the research. As a recommendation the use of a range of marketing tools is considered to be vital, by means of which awareness regarding collections, programs and venues can be increased amongst the Indian community and the broader community. Moreover, the availability of virtual 24/7 library services, can be helpful in accessing library materials online and organising cultural programs at library venues on weekends will attract more Indian people.

Introduction
Logan City Council Libraries staff identified the need for more information on how to market appropriately to the culturally and linguistically diverse (CALD) community members. For the purpose of this report the Indian community was chosen. The purpose of the survey and the report was to develop a plan for engaging the Indian community in Logan City Council Libraries and Cultural Services venues to better connect them to collections, programs and services. In the survey the questions were strategically planned and structured in the best way possible in order to receive the accurate data from the people engaged with. The survey explored what is important to them, gathered opinions and feedbacks. Discussions were evoked during the conversation with the people while asking them important key questions. This further allowed digging deeper into the response got from the Indian community. Survey result was based on the information taken during the engagement. Survey result provides a snapshot of the comments,
opinions, attitudes and behaviour of the Indian community about the library. This information was valuable as it helps to analyse what were the basic requirements of the Indian community that library should do.

The purpose of the study was to develop a community engagement report. The study was done in two parts. First, it was to analyse the demographics of the Indian community residing in the City of Logan. The data was collected from the Logan City Council Community Profile website, based on 2011 Census statistics. Second, a survey was performed to understand how often the Indian community is using the Libraries and Cultural Services Venues and how the services can be improved to encourage more Indian users. The survey was done with the mixed age group from 16 – 55, comprising of people from different religions for example Sikh, Hindu, Gujarati, Tamil and Bengali. Instead of giving the survey to the people, the survey was filled by the researcher.

**Demographics- Census (2011)**

According to Census data (2011) Underwood has the highest percentage of Indian ancestry community in the City of Logan (4.4%; 1.6% for birthplace), Meadowbrook has the second highest percentage (2.5%; 0% for birthplace) followed by Woodridge (2.4%; 1.6% for birthplace). Furthermore, the Indian community also resides in other Logan suburbs with population varying from 0.3% to 1.9% as per ancestry and birthplace census data (2011).

The data clearly depicts that the percentage of the Indian community is highest based on ancestry in comparison to birthplace census data in the city of Logan. Ancestry, the purpose of this community means that it is the second generation of Indian community residing in Australia. Their parents, grandparents or great grandparents still live in India. It is recognised that these separate groups have different needs when engaging with Libraries and Cultural Services. This is explored further in community engagement survey. For example, the Library can be a beneficial source of information about culture and homeland amongst the (second and third generation) ancestry population group. On the other hand for those born overseas library services can be helpful in promoting awareness about Australian culture for example English Conversation Group, other events for like Yarning with our Mob, environment and sustainability workshops and topical issues. Other services like printing, internet facility, computer, scanning etc. can be beneficial for everyone, free or low cost services would attract many people on low income

**Language spoken at home**

Hindi is the most common language spoken at home in the areas of Logan, with 1.6% in Meadowbrook and 1.4% in Underwood, followed by Urdu 0.7% in Berrinba. The other least common languages spoken in the City of Logan are Punjabi, Telugu and Bengali.

**Language Other Than English (LOTE Collection)**

As of October 2016 Language Other Than English collections (LOTE) Books and Video Recordings) are held at Logan Libraries in the following Indian languages:

Logan Central Branch: Tamil-119, Hindi-72, Urdu-31, Gujarati-29, Punjabi-24
Logan West Branch: Hindi-26, Punjabi-27, Tamil-26, Urdu-31
Marsden Branch: Hindi-13, Punjabi-18
Logan North Branch: Hindi-44, Punjabi-26
Beenleigh: Hindi-55

Different Libraries in Logan were visited when conducting this research. LOTE collections on shelves were difficult to find for specific languages because not all libraries were using the eye-catching Languages Collections labels on it at some locations.

Survey findings indicate that the Indian community are not using LOTE collections frequently. They preferred English resources more.

Anecdotal evidence from library staff suggests that the Indian community are not using LOTE collections a lot.

Survey Findings

115 participants from different Logan City Council areas were interviewed and a questionnaire was provided to retrieve relevant information. For the survey different Indian organisations were contacted over the phone, interviewed and visited at different places where Indian people gather (please refer to appendix 1 and 2 for the details). At the temples that were visited survey was not done with the people who were performing the rituals, but with the people who were going inside and coming outside from the temples.

The following questions were asked to all the participants:

1. Tell us how you are currently using Libraries and Cultural Services in Logan?
   * Don't be afraid to say if you don't 😊 *

   Data analysis reveals that:
   - 55% of the participants were not using any of the Libraries and Cultural Services Venues.
   - Amongst the other 45% are using these services
   - The most commonly used services, programs and collections are:
     - Justice of Peace (40%)
     - Wi Fi (35%)
     - scanning (30%),
     - books (30%)
     - Yoga & Meditation (20%).
   - The least used workshops are:
Tech Savy Seniors Queensland (5%),
Horticulture (3%),
Meeting Room (1%), etc.

**Snapshot of comments:**

- The Indian community mentioned that they are using the English books rather than borrowing books from LOTE collection.

- One of the survey respondents (a first generation an adult parent of a primary aged children) said that she borrows English books because at their home they are speaking their own language, but her children find it difficult to speak and write in English at school. She said that English books really help her and her children as they can learn how to make different sentences and improve their vocabulary as well.

- A woman in her twenties said she used a meeting room for dance practice with her friends and family members as they were having a function. However, only (1%) knew or used meeting rooms in this survey. She used Marsden library as she was not aware that other libraries are open till late on Tuesday and Thursday.

- A secondary school student said that she visits the library daily after her school hours as there is no one at her home after school. In the library she uses the services such as computer, Wi-Fi, scanning and printer for her studies.

- 40% of people said that they normally visit the libraries for Justice of Peace services, as they have to get their papers certified by them, to send the papers to the Embassy such as for citizenship.

- A woman with a young family surveyed said that she has been volunteering in Logan Central Library for many years. As a volunteer she looks after toddlers. Her volunteering experience meant she had a good knowledge of a range of collections, services and programs.

- A few students said that they borrow International English Language Testing System (IELTS) books from the library. However, they did not know about the online IELTS resources.

A common theme for these people was that they found library space to be a safe place. Moreover, many were keen to learn English language more.

2. **Tell us how we can attract more people to become members?**

* What are the barriers?*

- The majority of people (40%) stated that there is lack of awareness amongst the Indian community regarding the available services, which should be taken into consideration to promote and encourage new users.

- Another major barrier is the lack of availability of public transport report by 20% of the participants.

- Lastly, lack of time was another concern raised by 10% of the participants.

**Snapshots of comments:**
Many Indian people said that they never visited any libraries, as they are not aware what libraries offer them.

One lady said that she has never been to any libraries as she is not aware of any services, programs or collections which libraries are offering and she is also not aware that membership and all the services, programs and collections are free.

The majority of people said that they believe that libraries are only for books. The reason behind this is that in their home country where they come from, libraries only have books and they don’t offer any other services to the people.

A few mothers said that they don’t have their own car and they live in areas where public transport is not available frequently so they cannot come to the libraries with their children.

One lady said that she has been using the libraries for many years for a variety of purposes for the whole family, but still she was not aware of the LOTE collection.

People who are working said that they couldn’t come to the libraries to attend cultural programs, as they cannot take time off during the weekdays. However, they saw cultural programs as a draw card for coming.

One lady said that she is a teacher and she uses the school library. Her son is studying in a school where he has different activities every week, so he takes part in those activities and can borrow the books from the school Library. Therefore, they don’t have time to go to Logan libraries.

3. Can you tell us how we can improve what we do for you and your community?

* How can we do it better?

Community suggested the following to:

- promote the programs, services and collections amongst the Indian community and to make them aware of what is available
- advertisements were suggested as one of the options by 35% of the participants
- 15% participants suggested increasing the availability of public transport for increasing accessibility to library.
- 10% participants recommended organising cultural programs during special Indian festivals.
- apart from identifying the barriers, a number of people (17%) suggested that Libraries and Cultural Services venues are doing a good job in providing services for example books, children workshops, technology workshops, etc.
Snapshots of Comments:

- A few people said that it is good if Libraries do some advertisements on the websites about services they are offering.
- One man said that they should do advertisements on the ethic radio 4EB about the libraries services to make people aware of the programs, collections and services.
- One lady said that they can leave flyers or pamphlets in child care centres as a lot of Indian mother leave their kids during the day in childcare centres.
- One person said that it will be good to do advertisement by putting flyer on temple information board.
- One lady said that they can do advertisement on radio 4EB. Library can arrange workshops for story time and poetry in Indian language and fancy dress competition in which children’s can wear different Indian clothes. Cultural dress display can be done in library front showcase by dressing up dolls with different Indian clothes.
- One man said that The library could arrange different Indian cultural programs such as Diwali workshops, Mahatma’s Gandhi festival (example someone who can tell stories about Mahatma Gandhi), Kite flying, Ganesh Chaturthi.
- One man told me that the library can also organise kite flying workshops as every there are kite festivals. A kite activity will attract more Indian community people living in Logan suburbs towards the libraries. Arrange kite making workshops to lead in more Indian community.
- One student told me that she got moved from Melbourne to Brisbane and she has been to many Libraries in Melbourne but she like Logan City Council more as they have more quiet areas.
- One girl said that the staff are very good and she never faced any difficulty in finding books as they place them so well.

Outcomes and Learning

After doing the survey it was learnt that it was beneficial for the researcher to have face-to-face contact with the Indian people by visiting different places where the Indian community were present. When different Indian organisations were contacted over the phone, it was found that main branches were in Brisbane and a few were in Gold Coast. This made it difficult to do the survey over the phone; moreover they were not able to help out in putting directly in contact with the Indian community residing in the Logan area.

For library staff it is worth noting that the Indian community has a collectivist culture. A collectivist culture is one that is based on valuing the needs of a group or a community over the individual. Relations, family and community are extremely important. Similarly, Indian community give more importance to the family and relations they think about each other benefits rather than thinking about their own. Indian people who are visiting the libraries responded that all the family
members who are living with them use the libraries services. They visit the libraries together as they think that libraries are beneficial for all the generations.

During the survey it was realised how advocacy works for libraries in promoting programs, services and collections to target community. The survey was done on behalf of the library. Moreover, if a library has to pass on a message to the community library staff need to go to the community and make people aware. It was realised that roles of a community champion is important as they can also pass on information and aware people about the libraries.

The State Library of Queensland WELCOME toolkit was used. From this, it was identified that the target was the Indian community, the resources needed, was the library membership booklets and ‘What’s On’ booklet. Engagement with Indian community was made at different places such as the Hindu temple, Sikh temple, and Indian food grocery stores and the place where an Indian festival was organised (see appendix 2). For details where are the main places to target Indian community see appendix 3. Temples are important for Indian community as they got quite often to worship god and gather for different Indian festivals and meet each other for networking. Indian food grocery shops are important as Indian community buy Indian food from these stores. Engagement was made with the participants, by going from one member to another. It was found that the need for the Indian community is to raise their awareness of libraries services, programs and collections. The challenge was that the Indian community were not aware of libraries services. The barrier was Hindu temples were not open throughout the day so the timings need to be checked before going over there. Another challenge was to seek permissions from the authorizing person to perform the survey. The chosen time and date was appropriate as we were able to meet a lot of Indian people.

The motive of this study was to engage with the Indian community and to collect information about whether they are using the libraries or not. For those who are not using these services the focus was to make them aware about the existing programs, services, collections and existing venues so that they can start using it. During the survey membership booklets and What’s On booklets were handed over to the Indian people and they were advised about the Diwali workshops held at Logan Central and Logan Hyperdome in October and November as well as the exhibitions and workshops at Logan Art Gallery in December and January.

**Staff Awareness- outreach plan**

1. To do a survey among the Indian community, staff can visit different temples and Indian grocery stores. Permission was taken from the priest of the temples and owner of the Indian grocery stores on arrival. But it will be good if staff can get permission beforehand by visiting the temples and Indian grocery shops. For the address of temples and Indian grocery stores please see the appendix 3.

2. They are particular closing and opening times of Hindu temples, so staff should check before visiting (please refer to appendix 3 for timings).

3. Staff should not do the survey when people are doing any rituals inside the temple. Staff can stand outside the temple area and can do the survey with people who are coming out or going inside the temple.
4. Lots of Indian festivals are organised in different areas. As per the 2016 there was an Indian Diwali festival held in 2 Carmody Street, Logan Central on 12th October, Rocklea show ground on 2nd October and Euro solo Garba night specially for Gujarati people held in Shailer Park State High School on 8th October.

5. Future outreach should be seen as an opportunity to join people up, staff should take membership forms with them while doing the community engagement.

6. Logan Library staff could organise pop up library at places where Indian festivals are organised by taking the permission from the event organiser.

**Cultural Awareness Protocols before entering the Hindu and Sikh temple**

1. Hindu temples expect one ground rule to be adhered to in completeness – i.e., no shoes allowed. Usually, temples have designated shoe racks outside. Therefore, staff should remove their footwear’s before entering the temple.

2. Avoid photography: Photography is restricted in many temples. Watch out for its rules, they may be written outside on noticeboards or you may ask someone including the priest. If staff wants to take any picture of the temple then they should take the permission of the priest.

3. In Sikh temple (Gurudwara) before entering the hall, staff should take off their shoes, wash their hands, and cover their head with a handkerchief or scarf. There are usually spare head coverings available at the Gurudwara entrance, but staff may want to take their own.

4. Staff should be modestly attired.

**Recommendations**

After analysing the data collected, the following recommendations could be beneficial in promoting the importance of library services amongst the Indian community.

<table>
<thead>
<tr>
<th>Recommendations</th>
<th>Aligns to Multicultural Action Plan 2015 - 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Marketing and advertising regarding libraries services, programs, collections by means of Indian radio channels (example Radio 4EB), library page on Facebook, flyers, posters in spiritual places and Indian grocery stores could be helpful in providing information to the majority of the Indian community (for places refer appendix 3).</td>
<td><strong>Collaboration and Engagement:</strong> Increase awareness of existing venues, programs and services to members of CALD communities to reduce perceived access and barriers.</td>
</tr>
<tr>
<td>2. For easy access to libraries it will be good to make the Indian community aware of the Virtual 24/7 library through which they can use online materials by sitting at</td>
<td><strong>Collaboration and Engagement:</strong> Increase awareness of existing venues, programs and services to members of CALD</td>
</tr>
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</tbody>
</table>
| **3.** Organising Indian cultural programs at library venues can be a way to attract users and make them aware about the services available. Moreover, to organise a cultural program it would be good to have someone as a volunteer from an Indian background. This can be beneficial in making healthy conversation and if someone needs the translator they can act as translator as well. During my research I met or talked to few Indian people who are working in Logan City Council or Logan City Libraries. For details, please contact Debra Cooper and Erica Borrowdale. | **Cultural Inclusion**  
Provide culturally responsive programs and services to CALD communities in the City of Logan.  
Build community, staff and volunteer capacity to deliver culturally responsive programs and services.  
Acknowledge and represent CALD communities of the City of Logan in collections, programs and services. |
| **4.** If possible it will be good to arrange Indian cultural programs on weekends (Saturday) so that more people can participate. | **Cultural Inclusion**  
Continue to review facilities and services to create culturally appropriate and flexible spaces.  
Create a culturally inclusive environment to provide the community with appropriate spaces. |
| **5.** Proper visible labelling of library materials (books, and DVDs) should be maintained at all times, which will be beneficial for people to find materials they are interested in. Moreover, it would be good if staff tell about the LOTE collection when people come to join the library and while doing the survey. | **Collaboration and Engagement**  
Increase awareness of LOTE resources and promote accordingly.  
Community Wellbeing  
Ensure collections, programs and services remain relevant for multicultural residents. |
## Appendix 1 Targeted Indian Organisations
The researcher contacted the following Indian organisations during this community process.


<table>
<thead>
<tr>
<th>Indian Organisation</th>
<th>Address</th>
<th>Person name contacted</th>
<th>Phone Number and Email id</th>
</tr>
</thead>
<tbody>
<tr>
<td>Association of Queensland Soni Samaj</td>
<td>PO Box Sunnybank QLD 410</td>
<td>Secretary/Editor: Ms Veejal Kumar</td>
<td>0427 099 170 Website: <a href="http://www.qssi.org.au">http://www.qssi.org.au</a> Email: <a href="mailto:qssi.qldsonisamaj@gmail.com">qssi.qldsonisamaj@gmail.com</a></td>
</tr>
<tr>
<td>Ekta Women’s Group</td>
<td>68 Amaranthnus Street Runcorn QLD 4113</td>
<td>President/Editor: Ms Kushla Sahai</td>
<td>07 334 4715 Email id: <a href="mailto:kindkushla@hotmail.com">kindkushla@hotmail.com</a></td>
</tr>
<tr>
<td>Indian Communities of Qld (FICQ)</td>
<td>Inc PO Box 157 Spring Hill QLD 4004</td>
<td>Secretary: Mr. Nikhil Reddy</td>
<td>0430 584 959 Email id: <a href="mailto:secretary.ficq2014@gmail.com">secretary.ficq2014@gmail.com</a></td>
</tr>
<tr>
<td>Hindu Mandir Association of Queensland (Shree Laxminarayan Mandir)</td>
<td>PO Box 2211 Mansfield DC QLD 4112 1173 Mt Cotton Rd Burbank QLD 4156</td>
<td>Secretary: Anil Verma</td>
<td>0431 026 714 Email id: <a href="mailto:laxminarayanmandie@gmail.com">laxminarayanmandie@gmail.com</a></td>
</tr>
<tr>
<td>Gold Coast Sikh Association</td>
<td>PO Box 5301 Q Super Centre Mermaid Waters QLD 4218 26 Wattlepark Lane Robina QLD 4226</td>
<td>Secretary: Mr Naval Josan</td>
<td>0425 797 245 Email id: <a href="mailto:goldcoastsikhassociation@gmail.com">goldcoastsikhassociation@gmail.com</a></td>
</tr>
</tbody>
</table>
## Appendix 2 Places visited during community engagement

<table>
<thead>
<tr>
<th>Place visited</th>
<th>Address</th>
<th>Permission granted</th>
<th>Type of community engagement</th>
<th>How was the information collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Woodridge fruit market</td>
<td>On right hand side of Woodridge train station Logan Central QLD 4114</td>
<td>To do the survey in the market permission was taken by Deva over the phone as it was recommended by him who works in a Logan City Council transportation and from Paul Khieu who runs the market on arrival</td>
<td>Participants were selected randomly by walking through the market</td>
<td>The information was collected by talking to the participants and getting responses on the survey questions</td>
</tr>
<tr>
<td>BAPS Shri Swaminarayan Mandir</td>
<td>45 Clare Road, Kingston, QLD 4114 PH: (07) 3299 2929</td>
<td>To do the survey permission was taken from the priest on arrival</td>
<td>The information was taken from the people who were going inside and coming out from the temple</td>
<td>Information was collected standing at the entrance of the temple. Not disturbing the people who were doing rituals inside the temple.</td>
</tr>
<tr>
<td>Brisbane Sikh Temple (Gurudwara)</td>
<td>2679 Logan Rd, Eight Mile Plains QLD 4113 Phone: 0433 500 137</td>
<td>Permission was taken from the priest of the Sikh temple on arrival</td>
<td>The information was taken from the people who were going inside and coming out from the temple</td>
<td>Information was collected standing outside the Langar Hall (a communal free kitchen). Not disturbing the people who were doing rituals inside the Sikh temple</td>
</tr>
<tr>
<td>Krishna Groceries n Spices</td>
<td>Address: 28 Blackwood Rd, Logan Central QLD 4114 Phone: (07)</td>
<td>Permission was taken from the owner of the shop on arrival</td>
<td>The information was collected by the people who were</td>
<td>Information was collected from the people while walking inside the shop</td>
</tr>
<tr>
<td>Places</td>
<td>Address</td>
<td>Phone Number</td>
<td>Timings</td>
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<tr>
<td>Sri Selva Vinayakar Temple</td>
<td>4915- 4923 Mt Lindesay Highway, South Maclean QLD 4280</td>
<td>(07) 5547 7302</td>
<td>Monday – Friday Morning 7: 30 am to 11:00 am &amp; Evening 5:00 pm to 8:30 pm Saturday &amp; Sunday 7:30 am to 12:00 pm &amp; Evening 5:00 pm to 8:30 pm</td>
<td></td>
</tr>
<tr>
<td>Hindu temple BAPS Shri Swaminaryan Mandir</td>
<td>45 Clare Road, Kingston, QLD 4114</td>
<td>(07) 3299 2929</td>
<td>Monday to Friday Morning 7:00 am to 12:00 noon &amp; Evening 4:00 pm to 8:00 pm Sunday 7:00 am to 8:00 pm</td>
<td></td>
</tr>
<tr>
<td>Hindu Temple Shree Laxminarayan Mandir</td>
<td>46 Daymar Street, Burbank QLD 4156</td>
<td>(07) 3216 8848</td>
<td>Monday - Friday Morning 7.00am to 11.00am &amp; Evening 5.00pm to 8.00pm Saturday Morning 7:00 am to 11:00 am &amp; Evening 4:00 pm to 8:00 pm Sunday Morning 7:00 am to 11:00 am &amp; Evening 2:00 pm to 8:00 pm</td>
<td></td>
</tr>
<tr>
<td>Hindu temple Shree Vishnu Maya Mandir, Hindu Temple</td>
<td>86 Scott Ln, North MacLean QLD 4280</td>
<td>0431 026 742</td>
<td>Open daily 7:00 am to 11:00 am &amp; Evening 5:00 pm to 8:00 pm</td>
<td></td>
</tr>
<tr>
<td>Brisbane Sikh Temple (Gurudwara)</td>
<td>2679 Logan Rd, Eight Mile Plains QLD 4113</td>
<td>0433 500 137</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indian food store Krishna Groceries n Spices</td>
<td>28 Blackwood Rd, Logan Central QLD 4114</td>
<td>07) 3808 8699</td>
<td>Monday to Friday 8:30 am to 7:00 pm Saturday 8 am to 6 pm &amp; Sunday 6 am to 6 pm</td>
<td></td>
</tr>
<tr>
<td>Indian food store Global Convenience - Supermarkets &amp; Grocery Stores</td>
<td>2942 Logan Rd, Underwood QLD 4119</td>
<td>(07) 3219 0997</td>
<td></td>
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</tr>
</tbody>
</table>
Suburbs near Logan West Library

Snapshot of Indian Community Census Data (2011)
In Boronia Heights (1.9%), Browns Plains (1.9%) and Regents Park (1.1%) have highest percentage of people according to ancestry. But, while comparing it with the birthplace data it shows that it has the lowest percentage of Indian community that is (1%) in Boronia Heights, (1%) in Browns Plains and (0.5%) in Regents Park.

Language Spoken at home
In Boronia Heights (0.9%) and Regents Park (0.6%) of Indian community speak Urdu more in comparison to Hindi language in Boronia Heights (0.6%) and Regents Park (0.4%). Whereas, in Browns Plains (0.9%) of Indian community speaks Hindi, (0.7%) speaks Urdu language and (0.4%) speaks Punjabi.

As per the LOTE collection Logan West Library have
Hindi: 26
Punjabi: 27
Tamil: 26
Urdu: 33

Suburbs near Beenleigh Library

Snapshot of Indian Community Census Data (2011)
The suburbs near Beenleigh library have largest Indian community in Bethania-Waterford according to (ancestry 1.0 % and birthplace 0.6 %) whereas Beenleigh (ancestry 0.9%, and birthplace 0.5%) Eagleby has (ancestry 0.6% and birthplace 0.3%). But, Edens Landing-Holmview has the lowest Indian community according to ancestry that is 0.6%.

Language spoken at home
In Bethania-Waterford (0.6%) and Eagleby (0.4%) speaks Hindi as a language at their home and (0.2%) speaks Malayalam in Beenleigh suburb.

As per the LOTE collection Beenleigh Library have
Hindi: 55
Malayalam: 0
Suburbs near Logan Central Library

Snapshot of Census Data (2011) Suburbs near Logan Central Library
Woodridge has the largest percentage of Indian community according to census data (2.4% ancestry and 1.6% birthplace). Furthermore, Kingston has the second highest percentage of Indian community according to ancestry (1.3%) but has the lowest according to birthplace (0.8%). Moreover, other suburbs having Indian community are Berrinba (1.9% ancestry) and (1% birthplace) and Logan Central has (1.8% ancestry) and (1.2% birthplace). All these suburbs are near Logan Central Library.

Language spoken at home
In Woodridge (1.2%), Logan Central (1.2%), Kingston (0.9%) and Berrinba (0.9%) people speak Hindi language at home. Then, it is the Punjabi language, which is used by people living in Woodridge that is (0.3%), Berrinba (0.4%) and Logan Central (0.4%) followed by Urdu language (0.3%) in Logan Central, Woodridge (0.5%) and (0.7%) in Berrinba. Moreover, (0.3%) use Tamil language, (0.2%) Telugu and (0.2%) use Malayalam (0.2%) by people living in Woodridge.

As per the LOTE collection Logan Central Library have
Tamil: 119
Hindi: 72
Urdu: 31
Gujarati: 29
Punjabi: 24
Malayalam: 0
Telugu: 0
Suburbs near Greenbank Library

Snapshot of Indian Community Census Data (2011)

In Greenbank-New Beith Suburb have (0.7% ancestry) Indian people. Whereas, according to birthplace (0%) of Indian people are there in this suburb. Moreover, (0.3%) speaks Hindi as a language at home. This suburb is near Greenbank library.

As per the LOTE collection Greenbank Library have
Hindi: 0

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Suburbs near Logan North Library

Snapshot of Indian community Census Data (2011)

The suburb near Logan North library has largest Indian community in Underwood according to (ancestry 4.4% and birthplace 1.6%). Other suburbs, which have Indian communities, are Rochedale South-Priestdale (1.5% ancestry and 0.6% birthplace) and Springwood (1.5% ancestry and birthplace 0.9%).

Language Spoken at home
In Underwood (1.4%), Rochedale South-Priestdale (0.5%) and Springwood (0.4%) of people speak Hindi language more at home. Moreover, in Underwood (0.6%) and Springwood (0.3%) of people speak Punjabi as another language at home. Even few use Bengali language at home in Underwood that is (0.4%).

As per the LOTE collection Logan North have
Hindi: 44
Punjabi: 26
Bengali: 0
Suburbs near Logan Hyperdome Library

Snapshot of Indian community Census Data (2011)
In Daisy Hill (1.9% ancestry) and Shailer Park (1.1% ancestry) has highest percentage of Indian community. After that, comes Cornubia–Carbrook with (1.1% ancestry) and Meadowbrook (2.5% ancestry). But all these suburbs have lowest percentage of Indian community according to birthplace that is in Daisy Hill (0.6%), Shailer Park (0.4%), and Cornubia–Carbrook (0.5%). All these suburbs are near Logan Hyperdome Library.

Language Spoken at home
Hindi is the most common language used by people living in Meadowbrook (1.6%), Daisy Hill (0.6%), Shailer Park (0.3%) and Cornubia–Carbrook (0.3%). Another, language is Punjabi spoken by people living in Cornubia–Carbrook that is (0.4%).

As per the LOTE collection Hyperdome Library have
Hindi: 0
Punjabi: 0

Suburbs near Marsden Library

Snapshot of Indian Community Census Data (2011)
The suburbs near Marsden Library have highest percentage of Indian people, according to ancestry that is (1.1%) in Marsden, (0.9%) in Crestmead, (1.5%) in Loganlea and (1.3%) in Waterford West. On the other hand, these suburbs have lowest percentage according to Birthplace, which are as follows Marsden (0.5%), Crestmead (0.2%) and Loganlea (0.5%).

Language spoken at home
In Marsden (1.1%) of people speak Hindi followed by Loganlea (1.2%), Crestmead (0.6%) and Waterford West (0.8%). In Marsden (0.2%) of people speaks Urdu language.

As per the LOTE collection Marsden Library have
Hindi: 13
Punjabi: 30
Urdu: 0
## Logan City Council Library

<table>
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<tr>
<th>Survey used by the researched during the community engagement</th>
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**Logan City Council Library**

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<td>3.</td>
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**Survey used by the researched during the community engagement**

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Data collected during the survey

Not using the libraries (63)

Programs
Chess Workshops (3)
Lego Classes (2)
Presenter (1)
Balloon workshops (1)
Yoga and Meditation (23)
Tech Savvy Seniors Queensland (5)
Horticulture (3)
Story Time (6)
Resume writing workshops (3)
English conversation classes (1)
Children workshops (1)
Volunteer (1)

Collections
English books (26)
International English Language Testing System Books (IELTS) (3)
Kids colouring books (2)
Hindi (2)
Punjabi (1)

Services
Wi-Fi (40)
Printing (18)
Scanning (34)
Justice of Peace (46)

Connect
Meeting Room for dance classes (1)
**Programs**
Lack of awareness (46)
Workshops are during working hours (7)
Believing libraries are only for books (9)
My son has workshops at his school and he participate in those workshops (1)
Cultural program are during weekdays (3)

**Collections**
Not aware of LOTE collection (1)
Everything is available online on different websites (7)

**Services**
Being a teacher I use the library at school (1)
Not aware services are free of cost (4)
Libraries are closed on weekends (4)
Lack of public transportation availability (23)
Lack of time (11)

**Connect**
Not aware how to join the library (9)
Not aware they can renew the books (5)
Programs
Workshops regarding life in Brisbane for new Indian immigrants (3)
Children workshops about how to use the dictionary (2)
Computer workshops for children’s teaching how to use MS Word, MS PowerPoint, cut, copy and paste (4)
Fancy dress competition for children’s wearing different Indian clothes (2)
Poetry workshops in Indian languages (1)
Organising Cultural programs (11)
Workshops related to how to write essay in English (5)
Increase the workshops for disabled children (3)
Organising cultural programs such as Diwali workshops and kite flying (3)
Cultural programs related to Ganesh Chaturthi and Mahatma Gandhi festival (someone who can talk about Mahatma Gandhi) (1)
Workshops for job hunting (3)

Collections
Increase the days of book borrowing (8)
Promoting LOTE collections (1)
Books are placed well-organised on library shelves (4)

Services
Increase the availability of transportation (17)
Staff should be more welcoming (2)
They are doing a good job (19)

Connect
Advertisement on radio (40)
Advertisement on websites (10)
Distribute flyer at creche’s (10)
Dress up dolls with different Indian clothes and display it in the library showcase (1)