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The Newsletter is the official publication of the IFLA Section on Library Services to Multicultural Populations.

The Newsletter is made available to all Section members as a benefit of membership. Articles for publication and/or requests for information should be sent to Jane Pyper at: jpyper@torontopubliclibrary.ca

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Chair's Column

Mijin Kim

Canada had the honour of hosting the IFLA Congress this year in Quebec City. For those of us close to the planning committee, it is hard to believe that after all these years of careful preparations, the conference is now just a good memory. The conference was a great success, however, and despite early signs that the weather may not cooperate, in the end, Quebec City shined.



The Library Services to Multicultural Populations Section had a strong presence and program at the annual congress in Quebec City. The Section's program, *Library services without cultural borders: Navigating through demographic realities and best practices in multicultural library services* had informative presentations from Toronto, Saskatchewan, Queen's and Barcelona.

Be sure to check out the presentations on IFLAnet if you were not able to attend the standing room only session. Thank you to all of our presenters and organizers for one of the best programs of the conference.

Earlier this year, I had the opportunity to participate in a conference in Sao Paulo, Brazil, hosted by FEBAB, the Brazilian National Library Association and the IFLA Latin America Section. The conference on Library Services to Indigenous Populations in Latin America

highlighted, to me, the real differences in levels of service & access throughout the region. The presentations and discussions were then synthesized in a Recommendations Document: www.febab.org.br scroll down to:



IV Congresso Latino-Americano de Biblioteconomia e Documentação III Encontro Internacional sobre Acesso à Informação e Promoção de Serviços Bibliotecários em Comunidades Indígenas da America Latina
Click on:
[- Recomendações do Evento](#)

The discussions in Brazil were very pertinent considering that a new IFLA Special Interest Group (SIG) on Indigenous Knowledge started the process towards being established during the Quebec City Congress. Coming out of a number of Presidential discussions spearheaded by former IFLA President, Alex Byrne, and led by Lorie Roy, Winston Roberts and Penny Carnaby, the proposal to establish the SIG was submitted to IFLA HQ for review during their December board meetings. The Library Services to Multicultural Populations Section is sponsoring the SIG during the initial four year development period. We look forward to working closely with members of the SIG throughout the coming years. We hope to have a regular feature on the SIG's activities in our newsletter, so stay tuned for updates.

This year, the Section will be holding its midyear meeting in March in Osaka, Japan, at the Japan Foundation Japanese-Language Institute, Kansai. We look forward to

meeting with our Japanese colleagues, discussing approaches to multicultural library services in Japan and promoting the work of our Section.

And, although it seems that we have just returned from this year's Congress, the Section is already well into the planning for next year's Congress in Milan. The Section is planning a session on Cultural Heritage. If you are interested in presenting a paper, look for our Call for Papers on the IFLA website. In addition, the Section is hosting a post conference in Palermo entitled, Libraries and Society: A Pan-Mediterranean Perspective, August 31 to September 1st, 2009. Program and travel information will be available on the Section's website shortly.

Finally, this coming year is an election year for IFLA which means that our Section is looking for new members. Being a member of the Section is an incredibly interesting and rewarding way to contribute to multicultural librarianship and engage in discussions with colleagues from all over the world. Deadlines for nominations are February 11, 2009. Information on how to become a member can be found at: www.ifla.org. You can also contact Volker Pirsich, the Section's Recruitment Office at PirsichDr.@Stadt.Hamm.de for additional information. We hope that you will consider joining our Section!

Multicultural to Intercultural: Libraries Connecting Communities Satellite Preconference, Vancouver, Canada August, 2008

By: Mijin Kim

Under gorgeous, sunny skies overlooking Burrard Inlet in downtown Vancouver, the Library Services to

Multicultural Populations Section hosted a Satellite Conference in August before the main IFLA Congress in Quebec City. In the heart of one of the most multicultural cities in the world, the Vancouver Satellite Conference was the ideal environment for rich and lively discussions about diverse library services. Each day of the conference was launched by a fabulous keynote speaker. Martin Gomez, the former Chief Executive Officer of the Urban Libraries Council presented their publication, Welcome Stranger: Public Libraries Build the Global Village. This presentation really set the groundwork for the whole of the conference, positioning the role of libraries within the context of our changing demographics. Professor Henry Yu of the University of British Columbia entertained and inspired the conference attendees with his keynote, Creating Libraries and Archives for the New (and Old) Canada, which challenged us to look at the process of information gathering and multicultural library literacy in a different perspective.



Professor Henry Yu

Presenters came from across Canada, the United States and many parts of the globe. Speakers were engaging and created so much dialogue among conference participants, it was hard to clear the room at the end of sessions. Thank you to all of our presenters for making the conference so interesting. Submitted papers can be viewed on the conference website: www.bcla.bc.ca/IFLA2008.

Conference attendees also had a choice of participating in one of three half day study tours. The tours, which consisted of a walking tour of downtown Vancouver libraries, South of the Fraser libraries and the University of British Columbia, were very popular and enjoyed by everyone. The only complaint consistently expressed was

that participants wanted to spend more time in every library - definitely, an indication of success and one more reason for everyone to return to Vancouver. Thank you to all of the libraries who opened their doors and welcomed our delegates and to all the library staff who were wonderful ambassadors.

Behind every successful conference is a marvellous conference coordinating committee. Our conference committee worked together for the last few years to plan and organize this great event. The committee was fun and innovative and a real pleasure. Big, big thank you's to Co-chairs, Paul Whitney, Vancouver Public Library and Gwen Bird, Simon Fraser University, Michael Burris, formerly of the British Columbia Library Association, now of Interlink, Allie Douglas, British Columbia Library Association, Shirin Eshghi, University of British Columbia, Alane Wilson, British Columbia Library Association and Eleanor Yuen, University of British Columbia. In addition, thank you to all the volunteers who welcomed registered and provided assistance to the conference participants.



Yasuko Hirata introducing the Japanese Speaker, Akiko Yano

And, of course, sponsors make everything possible. Thank you again to our major corporate sponsors, Micromedia Proquest and Gale Cengage Learning and to our institutional partners, British Columbia Library Association, Library and Archives Canada, Simon Fraser University, University of British Columbia and Vancouver Public Library. Your generosity and support are greatly appreciated!

Vancouver Study Tour



Strawberry Hill Library, Surrey BC



Richmond Public Library, Vancouver BC

A Pre-Conference Report

By: Valeria Gallo Stampino -
Community Librarian, Vancouver
Public Library

Diversity and other values have been explicitly enunciated in declarations such as the 2006 IFLA Multicultural Library Manifesto. However, as observers have pointed out, libraries have usually failed to materialize their good intentions into tangible services for multicultural populations. What perhaps set the recent IFLA Satellite Meeting apart from the usual declarations of principles was the multitude of actual concrete examples of such targeted services currently being offered.

Thursday's discussions covered a number of initiatives carried out by organizations in Canada and abroad. Through a series of partnership and in-house services, Toronto Public Library is able to offer a service model aimed to support the needs of newcomer youth. Le Grande Bibliothèque du Québec, through an agreement with their Ministry of Immigration, is offering an array of services directly targeted to newcomers to the province. With a very limited budget, Municipal Ikuno Library in Japan maintains a collection for Korean residents. Arlington Library in Washington

devotes efforts to reach out to Spanish-speaking communities through lots of "footwork", listening to the community, and constantly reinventing themselves. Here at home, Vancouver Public Library's new Skilled Immigrant InfoCentre is helping newcomers to BC find the information they need to step into the labour market. SFU and partners are maintaining the Multicultural Canada Portal, a digital initiative aimed to tell the stories of ALL peoples in Canada.

Steps towards improving staff education and training were also addressed at the meeting. The BCLA Diversity Committee presented their train-the-trainer model to transfer cultural competency skills to library staff all over BC. UCLA professor Clara Yu brought a tangible example of what can be done to commit to diversity early on library education. Yu's LIS course currently offered at UCLA focuses on self awareness, theoretical frameworks, service learning on the community, and an opportunity for reflection, all with the objective of producing a transformation in student's attitudes and behavior.

Finally, another theme touched throughout the day was a critique of English language's omnipresence. To illustrate this, Gabrielle Reznowski appropriately opened with Mark Abley's quote, "Modern English is the Wal-Mart of languages: convenient, huge, hard to avoid, superficially friendly, and devouring all rivals in its eagerness to expand". Reznowski reminded us of the advantages of having a second language and provided an extensive critique of the lack of opportunities for learning a second language in the USA. This was also a point made by opening keynote, UBC professor Henry Yu who also critiqued an attitude that treats ESL students as "deficient" rather than celebrating the benefits that having a second language provides. Furthermore, Yu offered a harsh critique to a "very colonial" educational institution where the student body is ethnically diverse but this diversity is not represented in positions of power within the institution. In short, the wide range of presentations at the IFLA Satellite Meeting proved that beyond strong values of respect for diversity within the

library community steps can be taken to provide meaningful services to multicultural populations.

IFLA Conference – Overview

By: Ayub Khan, FCLIP

This year's IFLA conference was held in Canada, blessed with ancient forests, rugged mountains and large cosmopolitan cities. Canada is unimaginably vast, stretching west from the Atlantic to the Pacific and north to the Arctic Ocean. Around 20,000 years ago Canada was inhabited by aboriginal peoples, (or first nation people), by the 19th century it had been settled by Europeans. Today, the country is noted as a liberal, multicultural society, which is celebrated. The conference took place in Quebec City, which overlooks the St Lawrence River and celebrated the 400th anniversary of the founding of the city. Over 3,300 librarians from 150 countries participated in this year's conference. The conference theme was "Libraries Without Borders: Navigating Towards Global understanding". Here is just a snap shot of the conference highlights.

Québec Study Tour



Bibliothèque Gabrielle-Roy



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Starting off the five day conference, Canadian Governor General Michaëlle Jean welcomed the delegates. She said, "Libraries, big or small, virtual or physical, have a unique role... through the diversity of their services and collections." During the proceedings IFLA President Claudia Lux of Germany delivered her presidential address, calling the conference a "great opportunity for more professional exchange." Her presidential theme was "Libraries on the Agenda". In her closing address, she spoke of her dream of having the funding to support advocacy to put libraries on the agenda of governments at all levels and in all countries

Amid great pomp and ceremony, Ismael Serageldin received an honorary doctorate from Laval University for his leadership as director of the Bibliotheca Alexandria in Egypt.

The irony of the conference: the Congress had, as its theme: "Libraries Without Borders", but Canadian Immigration was busy defending Canada's borders from librarians trying to enter. At least 27 delegates had problems obtaining visas and 13 were refused entry. IFLA is investigating. At the UNESCO session on Sunday afternoon, Dr Abdul Waheed Khan, UNESCO's Assistant-Director General for Communications and Information, talked about the close working relationship between UNESCO and IFLA. Khan said libraries are intrinsic to the information age. They play a social role in assisting people find information that is relevant, in helping overcome a number of barriers and can transform the digital divide into digital opportunities.

In addition to the sessions, meetings, committee meetings and other events, there were well over 100 posters at this year's Congress. The posters were a great way to see at a glance some of the hot topics in libraries around the world. Some of them took a look at blogging,

community, and professional development.

At the closing session Claudia Lux spoke some warm words on the occasion of the farewell to Peter Lor, Secretary General of IFLA 2005-2008. Peter himself commented: "This has been an exciting, challenging and absorbing job. It has been an honour and a privilege to serve IFLA in this position, in which I have made many friends and have shared many wonderful experiences." Lux also introduced Jennifer Nicholson, who will replace Lor as IFLA secretary-general in September. The former executive director of the Australian Library and Information Association said she was looking forward to leveraging the "intellectual capital" of IFLA's membership. "IFLA is what it is and who it is because of its members and partners," she said.

The conference for me was an absorbing experience meeting colleagues from across the globe, discussing issues and exchanging ideas. The conference was both stimulating and refreshing, and it was reassuring that libraries across the globe face similar challenges and concerns as those that we face at home. Looking forward to Milan...

Ayub Khan, FCLIP
Head of Warwickshire Libraries (Strategy)
Member of Multi Cultural Section

The 4th National Congress of Public Libraries

By: Susana Alegre Landaburu

The 4th National Congress of Public Libraries was celebrated in A Coruña, Spain, from September 24th to 26th, 2008. The Sub directorate General for Libraries Coordination from the Spanish Ministry of Culture organises the congress, which takes place every two years. It is one of the main forums for public librarians in Spain, and this year nearly 700 delegates attended the Congress. The theme of the Congress,

Plural Libraries, was inaugurated by the Spanish Minister of Culture, César Antonio Molina.

The programme, structured in three main thematic blocks - *Libraries Cooperation Structures*, *Accessible Libraries*, and *Public Libraries Marketing*, featured both national and international speakers in a number of different sessions, including round tables, paper and poster presentations. Kirsten Leth Nielsen, former chair of the Library Services to Multicultural Populations section was one of the speakers participating at a debate round table, the theme 'Public Libraries for All.

The Congress website is:

www.mcu.es/bibliotecas/CE/Cooperacion/CongJornadas/CongresoBP.html

Intercultural Web Portal

By: Dr. Volker Pirsich, Chair of Panel

The German Library Association (DBV = Deutscher Bibliotheksverband) has recently launched its intercultural webportal www.interkulturellebibliothek.de.

The Portal aims at library professionals both in the German speaking world and at speakers of languages other than German.

The Portal consists of two parts: One is providing information available in German concerning intercultural library management such as:

- ◆ the national campaign and local strategies
- ◆ stock management
- ◆ best practice patterns
- ◆ specialist literature
- ◆ special expertise in professional communication

The other is a springboard to, at the moment, 24 languages from A (Albanian) to V (Vietnamese) with a reviewed collection of links to topics such as:

- ◆ patterns for the daily work of librarians
- ◆ online dictionaries and reference books
- ◆ foreign language stocks in German public libraries (listed for each of the 24 languages)
- ◆ online reference
- ◆ information relating to Germany
- ◆ media, newspapers, journals
- ◆ texts relating to language and reading promotion
- ◆ health and health care
- ◆ other interesting links

In addition, there are links to German as a second language.

The portal was compiled by the panel of experts "Intercultural Library Management" of the German Library Association. It will in the future be looked after and developed by the members of the panel.

Dr. Volker Pirsich, Chair of the panel, Member of Multicultural Section

Update on a Proposal for an IFLA Special Interest Group on Indigenous Studies

By: Dr. Loriene Roy

The final meeting of Dr. Alex Byrne's Presidential Commission on Indigenous Matters took place at the World Library and Information Congress: 74th IFLA General Conference and Council in Quebec City. Ms. Penny Carnaby, National Librarian, Aotearoa/New Zealand, and Dr. Loriene Roy (Anishinabe), Professor in the School of Information at the University of Texas at Austin, chaired the meeting. Audience members contributed comments regarding the current IFLA Statement on Indigenous Traditional Knowledge

(www.ifla.org/III/eb/sitk03.html) and responded to a proposal to establish a Special Interest Group (SIG) on indigenous Matters in IFLA.

According to IFLA governance procedure, the prospective SIG must be placed under an existing section. The Library Services to Multicultural Populations Section has welcomed the SIG and approves of the proposal. Section Chair Mijin Kim provided a summary of the process and noted that, if approved, the SIG will be guided by a Convener who must be an IFLA member. Others participating in the SIG need not be members of IFLA but will be invited to join. Carnaby and Roy gathered over 60 signatures of individuals supporting the establishment of the SIG. They left the signatures with Mr. Sjoerd Koopman, Coordinator of Professional Activities at IFLA Headquarters. He will convey this information to IFLA's Professional Committee. The Committee will make a determination on the formation of the SIG, likely at its next meeting in December 2008.

If established, the SIG will host discussions on proposed mechanisms for ensuring indigenous representation among its members and to gather input from indigenous library groups on a continuing basis. We will report on the status of the proposal in spring 2009.

Dr. Loriene Roy, Affiliated Professor Center for Women's and Gender Studies, The University of Texas at Austin

Library Services to Multicultural Populations Section, Satellite Meeting 2010 Sydney - Australia



By: Oriana Acevedo

In 2010 the State Library of New South Wales will have the privilege of hosting the Multicultural Satellite meeting and we look forward to seeing you in Sydney.

The photograph shows part of the State Library of NSW, one of the oldest libraries in Australia, with a story tracing back to the establishment of the Australia Subscription Library in 1826.

The Mitchell Wing opened to the public in 1910 after David Scott Mitchell bequeathed his large private collection and extensive funding to the State of NSW. Today the Mitchell Wing is linked below ground and by a glass atrium to the contemporary Macquarie Street Wing which opened in 1988.

The State Library is located next to the Royal Botanic Gardens and Domain, walking distance to The Art Gallery of NSW, museums, theatres, shopping, accommodation, restaurants and the Opera House.

Did you say that you need to pack ... That's ok you still have time... Here are some important dates to mark in your diary: you will need to be in Sydney on the evening of Tuesday, August 10th 2010 for welcome drinks.

The Satellite meeting will be held on Wednesday August the 11th and Thursday the 12th, 2010.

Keep checking the Newsletter for updates regarding this exciting trip to Sydney in 2010.

Kind Regards from Sydney

Oriana Acevedo
Multicultural Consultant
State Library of New South Wales
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Marketing and Promotion of MyLanguage

By: Oriana Acevedo

The National Marketing of the MyLanguage web site: www.mylanguage.gov.au, was launched in November 2007 by Regina Sutton, NSW State Librarian and Chief Executive.

MyLanguage is a national portal designed to deliver information and complement library services to multicultural Australia using a number of innovative web-development techniques and scripting languages.

The Partnership

The national MyLanguage Portal is a joint partnership between the State and Territory Libraries of, New South Wales, Victoria, Northern Territory, Queensland, South Australia, Western Australia and Australia Capital Territory Library and Information Services.

Background

Traditional library services are only available in 49 languages in Australia. The provision of appropriate library services to this large, culturally and linguistically diverse population, including minority language groups and emerging communities, is a key challenge to libraries due to constraints on funding and the availability of traditional resources and materials. Electronic resources in languages other than English provide an opportunity for libraries to expand their library services to our culturally and linguistically diverse communities.

The demographic situation in Australia

- ◆ 21.9% were born overseas;
- ◆ 40.1% have at least one parent born overseas;
- ◆ 15.2% speak a language other than English at home

The Project Marketing Strategy

The Marketing of MyLanguage involved YouTube videos in several languages and the distribution of bookmarks and banners to the participating State/Territory Libraries. Across Australia 70,000 bookmarks were distributed to public libraries as well as community organizations. Each State/Territory received 5 banners that since November 2007 have continuously traveled across public libraries throughout the country.



Considering Aspects Of Cultural Diversity

The Design of the banner and bookmarks have an inclusive diversity in the graphics of the banners, and the bookmarks have scripts from different languages

MyLanguage in YouTube



In June 2008, on behalf of the participating State and Territories

libraries, we commenced the recruitment of video talent using the banner “So you want to be a film star - Now recruiting!”. This promotion involved the production of a short and friendly video clip encouraging use of the website - in some of the languages covered by MyLanguage. The video clips were uploaded to the YouTube video sharing web site.

The Film Stars

The videos were filmed between July and August 2008. Thirty volunteers both community members and staff from the State and Public libraries.

All participants that assisted in making this project a reality are native speakers

of the languages, some staff members of the State Library of NSW, public libraries in NSW and members of the community contributed with their language skills in Dutch, Dinka, German, Kannada, Korean, Portuguese, Swedish, Macedonian, Hindi, Slovak, Serbian, Somali, Italian, Arabic, Vietnamese, French, Bosnian, Tatar, Cantonese, Mandarin, Tamil, Polish, Galego, Filipino, Turkish, Serbian, Croatian, Thai etc.

Participants signed a release form that allows us to upload the videos onto YouTube.

The Message

In order to address the cultural differences all participants were provided with basic instructions to deliver the message to promote the use of MyLanguage.

- ◆ **Greeting** – it was suggested to the participants to avoid specific greetings for specific times of the day, such as: good morning, good evening, or good afternoon as we cannot predict when a user of YouTube will go online.
- ◆ **Invitation to explore the website** – each participant adjusted the delivery of the invitation to explore the website by using the most appropriate language according to their own culture.

Some languages have different levels of proximity to the person who you are talking to. Some languages reflect the knowledge of the person, and are expressed as formal or informal. These sensitive and complex aspects were left to the person delivering the message. The delivery of a message should be precise, either brief or detailed according to what is appropriate for their culture. In some cultures a brief message could be interpreted as rude or arrogant, a longer and detailed version would be more

respectful, whereas providing too much detail in other cultures would not be the correct approach.

Variety in the Language and Accent

Spanish speakers share a common language; their different accents are clearly recognizable amongst their peers similar to the difference between English speakers from Canada, Australia, America and United Kingdom. To address this issue, Spanish speakers from Spain, South and Central America were recruited.

Usage Statistics for mylanguage.gov.au

The Summary by months of the usage statistics of MyLanguage show that the website has been visited 9,968,292 since September 2007.

In September 2007 the website was visited 1,200,635 times and in August 2008 the visits rose to 1,532,530.

A Resource to Share with the World We want your library clients and friends to visit MyLanguage and perhaps get an introduction. If you would like to hear about MyLanguage in your own language, search in YouTube under MyLanguage and select the appropriate language.

For technical enquires please contact Andrew Cunningham, State Library of Victoria andrewc@vicnet.net.au

For Marketing and promotion contact Oriana Acevedo, State Library of New South Wales, oacevedo@sl.nsw.gov.au

Multilingual Glossary, Communication & Signage tool

www2.sl.nsw.gov.au/multicultural/glossary/

By: Oriana Acevedo

Regina Sutton, New South Wales State Librarian, launched the Multilingual glossary in November 2007.

The multilingual glossary is a professionally translated, and culturally appropriate, signage tool for library staff.



The glossary was developed by a committee of multicultural librarians. Over a period of two years the Working Group of Multicultural Services trialed different approaches of cooperative translations and developed a glossary of library terms.

The Working Group identified the need to develop a tool that would be easy to access from any library and would not be restricted by available technology or a lack of staff with language skills. While some library staff possess various language skills, they are not generally qualified as interpreters/translators, nor do they necessarily represent the major language groups of their community. Also, the language skills of library staff that are required to assist the public may not be available at all times.

Web-accessible alternatives, such as translation software, were also researched by the Working Group but found to be unreliable – providing grammatically inaccurate or culturally inappropriate translations.

The Multilingual glossary searches for specific library service related English phrases, retrieving a non-English equivalent in one of the following languages:

Arabic, Armenian, Assyrian, Bosnian, Bengali, Bulgarian, Chinese, Croatian, Czech, Danish, Dutch, English, Finnish, French, German, Greek, Gujarati, Hebrew, Hindi, Hungarian, Indonesian, Italian, Japanese, Kannada, Khmer, Korean, Kurdish, Laotian, Macedonian, Maltese, Persian, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Sinhalese, Slovak, Slovenian, Spanish, Swedish, Tagalog, Tamil, Thai, Turkish, Ukrainian, Urdu, Vietnamese

The Glossary is a cost-effective means of providing information in multiple languages and assists public libraries to respond promptly to the changing profiles of the community.

The Glossary database is hosted by the State Library of NSW www2.sl.nsw.gov.au/multicultural/glossary and is available to global users via the Internet. It is a free and innovative contribution to international library-based multicultural services.

Using the Glossary

- ◆ To view the text in different languages you may need to download the fonts on your computer.
- ◆ The fonts and how to install them are available on the screen.
- ◆ Use Word format to create your document. From the Word toolbar select format and font, this allows you to freely change the font size.
- ◆ The gif format is your point of reference if you need to re-check your work.
- ◆ Words and sentences are meant to be used as they are. Do not combine words as grammar may change with the different languages.

You may find the Glossary very useful when informing your clients that “library items that you requested are now available” or tell them that

“books are available in Hindi” or “they can select from 49 languages”. Some libraries have book sales and they may want to inform the public that books are available for sale in languages other than English.

This is an invitation to explore and use the Multilingual glossary and if you require more information please contact:

Noel Willis, Outreach Librarian
Fairfield City Library, Australia
nwillis@fairfieldcity.nsw.gov.au

-or-

Oriana Acevedo, Multicultural Consultant, State Library of NSW, Australia
oacevedo@sl.nsw.gov.au

UK Cilip Council Gives Go-Ahead for Positive Action Trainee Scheme

By: Ayub Khan

CILIP Council approved the adoption of a Positive Action Trainee Scheme, part of CILIP's Encompass programme, for people from black and minority ethnic communities wishing to join the library and information profession. It will be run in partnership with PATH National Ltd, a skills development agency focusing on career development opportunities for black and minority ethnic groups. The programme will be piloted in London during 2008/9 before being rolled out across the UK.

“It is very exciting”, commented Ayub Khan, a CILIP Trustee and Chair of its Equal Opportunities & Diversity Panel. “We need to be an inclusive profession and broadly reflect the diversity of the UK population. This will enable us to tap into the talent that exists in minority ethnic communities for the benefit of all our users.”

CILIP will now establish a project steering group, chaired by Ayub Khan, to take the project forward. Later in the year discussions will be open to employers in London to

establish 20 trainee places planned for the London pilot. Trainees appointed in 2009 will start a part-time postgraduate course in library and information studies in September, and work towards gaining CILIP's main professional award – MCLIP (Chartered Member of CILIP).

“Over a five year period,” Ayub Khan noted, “we hope to support 120 trainees working in a wide variety of library and information organizations across the UK”.

Background info

CILIP membership statistics show that only 3.34% of its members are from black or minority ethnic groups compared to 7.9% in the general UK population.

CILIP's Encompass programme includes:

- ◆ Positive Action Trainee Scheme.
- ◆ Development of a toolkit, based on a resource developed by the Museum's Association for their Diversify Scheme, to support employers wishing to introduce a positive action scheme – this will be launched later in 2009.
- ◆ Development of a work-place development scheme for existing library and information staff from black and minority ethnic groups wanting to gain CILIP's qualification for para-professional staff – ACLIP (Certified Affiliate of CILIP). This project is still in the developmental phase.

CILIP: the Chartered Institute of Library and Information Professionals is the leading professional body for librarians, information specialists and knowledge managers. It forms a community of around 36,000 people engaged in library and information work, of whom around 21,000 are CILIP Members and around 15,000 are regular customers of CILIP Enterprises. CILIP members work in all sectors, including business and industry, science and technology, further and higher education, schools, local and central government, the health service, the voluntary sector, national and public

libraries. For more information about CILIP go to www.cilip.org.uk.

PATH National Ltd. is a Skills Development Agency, which seeks to address the under-representation and inequalities of black and minority ethnic groups in both management and professional fields through the provision of innovative training, good career opportunities, motivation and support to individuals and organizations wishing to create a workforce that reflects a diverse community. For more information please go to: www.pathuk.co.uk

The following are brief details of the Positive Action Trainee Scheme:

- ◆ The participating employer converts an existing post (or creates a new post) to become a Trainee post.
- ◆ The Trainee receives an allowance rather than a salary.
- ◆ The employer saves on NIC and possibly on pension contributions. It is probable that once all costs have been factored in the Trainee position will cost less than a full-time post.
- ◆ The Traineeship will last for two to three years and, providing the Trainee achieves the required standard; will result in an MCLIP qualification (Chartered Member of CILIP – the main professional qualification for library and information practitioners).
- ◆ The Traineeship will include part-time or distance learning at a University Department of Information & Library Studies.
- ◆ On average a Trainee will spend four days a week at work and one day a week studying.

Ayub Khan
Chair of CILIP's Equal Opportunities & Diversity Panel, Member of the IFLA Multicultural Committee, UK

Wescol Collection

By: Roman Cierieszko

The WESCOL collection is a partnership between five New South Wales public libraries that have large culturally and linguistically diverse communities. These libraries are; Auburn, Bankstown, Fairfield, Canterbury and Liverpool City Libraries, (all these libraries are located in the West and South West of Sydney, Australia).

Rotating Collection

The WESCOL collection is a rotating collection of community language materials in Arabic, Chinese and Vietnamese. The collection currently includes books and DVDs, and enhances the collections in community languages already held by all participating libraries. The total holdings of materials in the three languages across the five libraries are currently in excess of 50,000 titles.

The collection has been equally divided amongst our libraries and was initially rotated every six months. However, experience has shown that it is better to rotate the collection on an 8-month cycle over a three-year period.

The Languages In The Collection

An analysis of the local communities shows that among the top three countries of birth is, almost without exception Vietnam, China and Arabic speaking countries. The most common languages spoken at home, other than English, are Arabic, Chinese and Vietnamese.

Cooperative Approach

The aim of libraries is to serve everyone in the community. This is becoming a challenge when you consider the range of needs to be met and the increasing range of available information formats. Our libraries have evolved over recent decades - from primarily print-based - serving communities that were largely

Anglo-European - to multi-media organizations - serving the needs of communities made up of peoples from every corner of the World.

For example, Liverpool library collects materials in 22 different languages with over 25,000 items in the collection. In 2005/06, the five participating libraries spent over 17% of the combined book vote on community language materials.

The WESCOL collection represents an innovative co-operative approach to meet the needs of multicultural communities.

The Usage Of Community Language Collections

The lending rate of community language materials in our libraries ranges from 60% to 100% above the lending rates for the collection as a whole. For example the average monthly circulation of Chinese materials in Liverpool City Library in 2008 exceeds 77% of the whole collection. This serves to illustrate the need for the collections to be larger so that they can better cater for the demand from the community.

Community selection meetings

Given these high levels of use it is important that we choose the right materials, with this in mind we invite the community to select materials for the language collections. By involving the community in the selection we hope to ensure that we are purchasing the materials that our communities want and will use time and time again.

Advantages

- ◆ By adopting this collaborative approach we provide access to a greater choice and range of library materials for Arabic, Chinese and Vietnamese communities.
- ◆ Minimize duplication; there is the potential to provide our customers with five times the choice.
- ◆ The rotating collection establishes a co-operative resource sharing initiative and a model which has the potential to

be expanded to other languages and to other formats.

- ◆ Working together we can make a difference! It is also freeing up other book vote funds for buying library materials for other multicultural groups

Funding the project

WESCOL is an ambitious co-operating project which would not have been possible without the support of the Library Council of New South Wales and the State Government, who provided a grant of \$165,409.00 in 2003 and a further grant of \$160,000.00 in 2006 when Canterbury library joined the co-operative.

Sustainability

We are sustaining the collection beyond the life of the initial grant funding and each Library allocates funding towards building the collection each year.

Acknowledgement

Special thanks to the staff that co-operated in developing the WESCOL collection. Their dedication and support enabled this collection to be launched successfully in five participating libraries to fulfill the growing expectations and needs of our largest community language groups.

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Homework – Online!

By: Fleming Munch & Regitze Rugholm

In November 2006 the Ministry of Refugee, Immigration and Integration Affairs, The Danish Agency for Libraries and Media and The State and University Library launched the project: ‘100 new study cafés’. The project is characterised by a traditional approach, where the volunteers and students actually meet at a study café, for example at a local library, and the special emphasis is young people with foreign backgrounds.

An experience we have learned from this project is that the boys stop showing up in the traditional study cafés once they reach the 8th or 9th grade.

Based on the positive experiences with the traditional study cafés we are now working on extending the study cafés to an online universe.

A pilot project is born

It is well known and accepted that education is the prime trigger to secure a future job as well as positive integration. At the same time all data indicates that we need to support this process even more on a national level.

It is in this context you shall see the pilot project. The main purpose in the first 3 months is to develop and test out the concept of an ‘online study café’. With the collection of general knowledge and experience taken into consideration we would look at the possibility to make the project nationwide. The conceptual approach behind this process is to make educational support independent of geography and time and give it a touch of ‘high tech’. In this way we can address new target groups.

The pilot project started in the summer of 2008 and will end in February 2009. Both the State and

University Library have taken the roles of both head of the steering committee and project manager.

In connection with the project we will explore the following:

- ◆ Identify and try out suitable IT-solutions and administrative organising.
- ◆ Identify and speak with relevant (volunteer) organisations.
- ◆ Identify the barriers of a nationwide arrangement.
- ◆ Assess and describe the increased value of the online study cafés.
- ◆ Assess and describe the investment need.

How to?

The IT-solution we have chosen to develop is based on web 2.0 strategies. The pupil can communicate with a volunteer through webcam, headset and chat. Furthermore they use a whiteboard and Google docs for online sharing of documents (e.g. essays) and arithmetical problems.



All the volunteers are situated in call centres where they answer calls from the pupils. At the moment they are situated in the two major cities in Denmark – Copenhagen and Aarhus. The majority of the volunteers are between 20-30 years old. Luckily we do have all types of volunteers, young, old, men and women, etc.

The participants (the pupils) come from four different locations in the pilot project: two schools, a library and a youth club. They all represent target groups. When the IT-solution is ready we will make the group larger. Many institutions are interested in participating.

Midway results

Here halfway in the project we can conclude:

- ◆ It is possible to develop a suitable IT-solution.
- ◆ Many volunteers are ready to help pupils with homework online.
- ◆ There is a lot of administrative work around the project, for instance the work schedule for volunteers, recruitment, webmaster functions concerning the website etc,

Last but not least, the functions of the website have more applications than homework online!

Big opening reception

On the 5th of November there will be a big opening reception with the participation of both the minister for Culture and the minister for Immigration and Refugees. The reception will be held at one of the participating schools, and during the event both ministers will outline the importance and perspectives of the project and demonstrate the solution online!



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The 94th All-Japan Library Conference: One-day Session on Multicultural Library Services

By: Yasuko Hirata

The All-Japan Library Conference is held annually in different cities hosted by the prefectural library and regional communities. In 2008, it took place in Kobe City from September 18 to 19. There were 16 sessions, and about 1,700 people participated in the conference.

The Japan Library Association Research Committee on Multicultural Library Services, of which I am a member, had a one-day session at the conference. Until 2006, we usually had a joint session with the Committee on Library Services to the Handicapped. Last year, we conducted the first half-day session independently. This year, we planned a one-day program under the theme of "Multicultural Library Services in Japan: Past and Future -- Part II".

The year 2008 is the memorial year for librarians concerned about multicultural library services in Japan. Twenty years ago, the Osaka Municipal Ikuno Library started services to Korean residents, who comprised almost one quarter of the population in the community. During the past twenty years, the number of foreign residents in Japan has rapidly increased.

Our program consisted of two keynote speeches; three presentations on multicultural practices in libraries and an elementary school; and a panel discussion. As one of the speakers, I talked about the activities of the IFLA Section on Library Services to Multicultural Populations and the IFLA Multicultural Library Manifesto. I also announced that our section's next midyear meeting would be held in Osaka, Japan in March.

As Japanese society becomes increasingly multicultural, local governments and communities are becoming aware that something needs to be done to deal with the situation. They started helping newcomers by providing community information in various languages, giving special programs to their children in schools, and so on. However, libraries do not always work together with those programs. Through the course of the discussion, we concluded that we should make people recognize the very important role which the library plays in the community. For that reason, we have to work in partnership with the local government and community in order to achieve harmonious co-existence and interaction of different cultures.

The IFLA Multicultural Library Manifesto – A brief presentation

By: Kirsten Leth Nielsen

The Multicultural Library is built on three important principles stated in The IFLA Multicultural Library Manifesto

The Multicultural Library includes all types of libraries, not only public libraries.

Services are offered to both majority and minority groups and services to minority groups are integrated in services intended for everyone. Multicultural services are not a special service.

And why is it so?

This is due to the fact that most communities worldwide today are multicultural. Multiculturalism is not an aspect of a society, but a state of being or a qualification of the members of a society. The question is not how to integrate the immigration population, but how to integrate the population as a whole, for instance into the diverse Spanish society. Here the library can play an important role by offering services and collections underlining this new situation. We have to think globally

also in the national and local community as well, to cope with a situation where the world has become very small, where it is easy to travel, and where the effect of new communication technology is that we all have access to the same information at the same time and regardless of where we live.

All together, services include also services adapted for cultural and linguistic minorities, with special emphasis on marginalized groups, such as refugees, asylum seekers, immigrants and indigenous groups.

The 5 important elements of the Manifesto

The Manifesto is built on five fundamental elements: management, collections, services, multilingualism and staff

1. Management

On a meta-level, a clear political will, carried out by the library's administration, is obviously necessary before the Multicultural Library can exist and function. A strategy must be established by which the library's leadership feels these services are an integral part of the library's services overall. This will then result in appropriate policies regarding recruitment and human resources, finances, services and content. Another prerequisite is that the policy must be decided upon with the cooperation of all relevant parties in the library's patron mass to ensure that policy reflects the demographics in the area.

2. Collections

The collections for immigrants must reflect these groups' needs, in relation to cultural expression and information from the patrons' own languages and cultures, as well as material and services that introduce these patrons' cultures and languages to society at large. In effect, this means collections must include media in many languages, and reflect a broad selection of both large and small cultures and language areas.

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3. Services

Educational programs, user instruction and informational material the library provides, are all part of the gateway to the library and local community. Informational services that the libraries provide are also an important part of this. In order to create services that are relevant and efficient, the library must cooperate with those for whom the services are intended. The most important aspect in these services is that the content and interface accommodates the patrons' needs.

4. Multilingual accesses

In an environment where many mother tongues exist, all types of information must be made available in languages the patrons understand. And – that languages used on printed signs in the library's physical buildings should also reflect the patrons' various languages.

5. Staff

The staff of "The Multicultural Library" needs to reflect the demographic of the local area and the group it services. That familiarity creates a feeling of safety is a well-known phenomenon. Experience has shown that we seek contact with those people with whom we identify the most, consciously, or unconsciously. In addition, it is of course important that the entire staff acquires knowledge of the cultures and languages represented in the library. Finally, the staff must be able to communicate well with many types of patrons. Knowledge of inter-cultural communication is mandatory, as is knowledge awareness of mechanisms that create racism, discrimination and exclusion. The consequence of this is that you always should make an effort recruiting staff representing an immigrant group. Even though it is often not possible to have representatives on staff for all patron groups, a staff member who represents a large immigrant group in the local population will nonetheless

be able to exemplify some of what all immigrant groups have in common.

I will highlight the main functions of libraries as I find these to be essential in addressing the focus of the Manifesto.

Library as an arena for learning

Libraries as arenas for learning are an accepted and documented concept. «Knowledge is power» is a wise expression. It is a fact that knowledge lays the foundation for understanding. Collections and services in libraries that contribute to an understanding of both majority and minority groups in society are part of the foundation of the Multicultural Library.

The library as cultural centre

One of the library's most important roles is to contribute to the promotion and preservation of linguistic and cultural expression, in order to make the world's cultural and linguistic diversity available to future generations. Libraries have an important function as they present and make available diverse cultural expression, expression that mirrors both local and global culture.

The library as a meeting place

Libraries have contact with a wide area and with many groups within the population, and have arenas that are open for everyone. This makes them ideal as physical meeting places where people from all groups in society can meet and become acquainted. Studies show that even if a patron does not necessarily have contact with and / or speak with other patrons, there is still a feeling of mutual understanding, created by seeing people of other cultures using the same services.

All of these roles make the library a perfect arena for transmitting positive attitudes and values in relation to a multicultural and multilingual society.

The IFLA Multicultural Library Manifesto - Status and progress

This Manifesto was approved by the Governing Board of IFLA in August 2006 and endorsed in April 2008 by the Intergovernmental Council for UNESCO's Information for All Programme with the recommendation that it be submitted to the 35th session of the General Conference of UNESCO for consideration.

Progress

The 35th session of the General Conference of UNESCO is in Paris, fall 2009.

"For consideration" indicates that there might be a debate and discussion on the Manifesto when submitted to the General Conference. This again means that lobbying before the Conference might be necessary to make sure that the Manifesto will be endorsed.

Therefore all members of IFLA are urged to contact national authorities, governmental or/and UNESCO commissions and inform about the importance and value of the Manifesto.

The preparation of the Conference will start in springtime 2009 and the Manifesto will be translated into the official UNESCO languages German, French, Arabic, Chinese and Russian.

The Manifesto is available in English and various other languages on the IFLA website of Library Services to Multicultural Populations Section: www.ifla.org/VII/s32/index.htm For further information please contact:

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IFLA Satellite Conference in Palermo

On behalf of the IFLA Section on Library Services to Multicultural Populations we hereby announce a Satellite Conference Palermo Italy, on August 31 – September 1, 2009. Libraries and Society:

A Pan-Mediterranean Perspective
In cooperation with the Italian Library Association and The University of Palermo

The intended topics of the conference:

- ◆ Freedom of information and the role of libraries in developing principles of democracy in the Mediterranean perspective.
- ◆ Access of information and the digital divide. Reading promotion and lifelong learning in Mediterranean libraries.
- ◆ Cultural and educational institutions (libraries, archives, museums, art galleries, universities etc) in the Mediterranean area. Teaching and learning library and information science (LIS) in Mediterranean countries. Mediterranean library collections and services throughout the world.

Targeted participants:

- ◆ Representatives of libraries, educational and other cultural institutions from the Mediterranean area.
- ◆ Professionals from public and private institutions interested in Pan-Mediterranean issues.
- ◆ Library and information workers from all the world intending to improve their knowledge of multicultural matters through means of intercultural dialogue on behalf of their institutions.

Location of event:
Sala Magna in Steri Palace,
University of Palermo, Italy.

Prospective speakers and conference participants are asked to look out for further announcements on www.ifla.org or the conference website (under construction). Call for Papers will be announced in December-January.

Welcome to this WLIC-in-Milan-connected post conference in Sicily 2009.

On behalf of the Organizing Committee
Ann-Katrin Ursberg

Multiculturalism in Iceland

By: Jamilla Johnston
Graduate Student - University of Arizona

Recently Iceland has become a much discussed country as a result of its bank failures and currency collapse; however, prior to its economic woes, Iceland's booming economy, educational opportunities, and active cultural scene led to an increase in immigration. According to Statistics Iceland (www.hagstofa.is), Iceland was home to 5,561 immigrants in 1997; by early 2008 the number had reached a whopping 21,434. Total population also increased during that time: in 1997 Iceland's total population was 266,503 and by early 2008 it had risen to 313,376. The small domestic workforce and growing economy led to the increase of foreign workers in the fishing industry, construction, healthcare, services, and aluminium industry. This new phenomenon of ethnic and cultural diversity resulted in an increased need for services and programs to aid newcomers' integration into Icelandic society, which for centuries had been a very homogeneous society.

The response was quick to begin the development of services and language programs for those new to Iceland. One of the first ventures was the creation of the International Center (www.ahus.is), which provides information services, legal advice, counselling services, Icelandic lessons, publications, and translations and interpretations for immigrants living in Iceland. In addition, the Intercultural Center provides information in 11 languages other than Icelandic and is active in coordinating events and educational programs as a

means to facilitate interaction between those of Icelandic origin and those of different ethnic origins.

The public libraries have also responded to the increased diversity. Most of the libraries have substantial collections of materials in foreign languages. The majority of materials are in English and the other Nordic languages, but increased efforts have been made to acquisition materials in Polish, Russian, Thai, Vietnamese, and Tagalog. This last week the Icelandic Library and Information Science Association (www.upplysing.is), the University of Iceland's Department of Library and Information Studies, and the Association of Directors of Public Libraries in Iceland held a conference in Reykjavik, "The future is here: Are we prepared?", which addressed the future of public libraries in Iceland, the role public libraries play as a social agent, and the services offered for multicultural populations. Increased efforts to reach out to Iceland's relatively new multicultural population are surely in the works!

Outreach and training efforts were precisely what I found to be of particular interest at the satellite meeting in Vancouver, "Multicultural to Intercultural: Libraries Connecting Communities". I found Kresh's paper, "Building to Last: Modeling Sustainable Community in Arlington County Public Library", to be highly inspiring in regards to the outreach efforts made by library staff in going out into the community to meet new Americans and tell them about library services. I also found Adam's paper, "Cross-Cultural Communication in Public Libraries: A Local Initiative in British Columbia, Canada" to be very thought provoking regarding the concept of "train-the-trainer" and helpful with the examples given. As services for Iceland's multicultural population continue to develop, I foresee that outreach will be a decisive factor in success of those services.